

Fall 12-2017

# Evaluation of Immigration and Citizenship Program (ICP)

Wen Feng Yip  
*San Jose State University*

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## Recommended Citation

Yip, Wen Feng, "Evaluation of Immigration and Citizenship Program (ICP)" (2017). *Master's Projects*. 578.  
DOI: <https://doi.org/10.31979/etd.gefz-j6nw>  
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**EVALUATION OF  
IMMIGRATION AND CITIZENSHIP PROGRAM (ICP)**

by  
Wen Feng Yip

A Thesis Quality Research Paper  
Submitted in Partial Fulfillment of the  
Requirements for the  
Master Degree  
in  
PUBLIC ADMINISTRATION

Professor Karthika Sasikumar  
Adviser

The Graduate School  
San Jose State University

December 2017

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## **Section 1: Introduction**

The United States has always been a country of immigrants. According to the Migration Policy Institute, the United States is home to more than 20 million naturalized citizens, more than 13.3 million naturalization-eligible immigrants, and an estimated 11.4 million unauthorized immigrants (Zong and Batalova, 2017). Nevertheless, immigration has long supported the growth and dynamism of the U.S. economy; immigrants and refugees have become entrepreneurs, job creators, taxpayers, and consumers. Since immigration has traditionally aroused strong passions in the United States, this topic has been an important source of the U.S. political debate for decades. Policymakers must weigh the impact of immigration on economic competition, security, and humanitarian concerns.

There are many non-profit organizations which provide immigration and other legal services to immigrants in Santa Clara County. However, the capacity of legal services providers and their partners still face daunting challenges when trying to meet an overwhelming need that contrasts with limited resources (McAllister, 2015). Under these circumstances, the quality and effectiveness of immigration legal service providers in delivering their services is a subject of concern for immigrant groups. Community-based organizations are best suited to help immigrants with the legalization process (Cordero-Guzman, 2005) and their integration into the economic, political, and social mainstream in the long run.

The Immigration & Citizenship Program (ICP) has been established to help low-income immigrants with quality immigration legal services (Limas, personal communication, September 13, 2017). To determine the effectiveness of ICP in providing immigration legal

services in Santa Clara County, the present study used a program evaluation to answer whether the program ultimately fulfills the community needs.

### **1.1 Background/History**

The primary immigration law today is based on the Immigration and Nationality Act (INA) of 1952. Most immigration-related legislation since then has amended various sections of the Act. The Act deals with “Aliens and Nationality,” which codified and brought together for the first time all the nation's laws about immigration and naturalization. During the past decade, several immigration reform bills that amended the current INA were introduced in Congress. The Act was continuously amended throughout the years to increase immigration as well as to accommodate refugees, excluded and restricted classes (McCarran, n.d.).

The goals of the current immigration policies are wide-ranging and can be divided into four major categories. First and foremost, the goal of reunifying families by admitting immigrants who already have family members living in the United States has always been the top priority. A necessary corollary to the emphasis on family reunification is to make kinship determine most immigrant selection. Second, the policy seeks to provide a refuge for people who face the risk of political, racial, or religious persecution in their home countries. Third, the policy tries to admit workers in occupations with strong demand for labor. Consequently, the fourth and final goal is to provide admission to people from countries with historically low rates of immigration to the United States to enhance diversity (American Immigration Council, 2016).

The most obvious impact of immigration is the demographic nature. Looking at the drastic increment of the nation’s annual population, immigration adds people to the United

States land mass, enlarging the current and future population size, altering the age structure, and rearranging the racial and ethnic makeup. Immigration policies have brought important changes to the nation demographics that exert a wide influence on economy, politics, and culture (Lopez, Passel, and Rohal, 2015).

The U.S. immigration system is vast and complex, and there is a lot of confusion about how it works among immigrants. Occasionally, even law practitioners underestimate immigration issues at some point; for example, in a criminal case representing undocumented aliens, in a divorce case representing an abused spouse, or in an employment case representing an employer who has unwittingly hired a student who does not have the legal right to work. Indeed, the US immigration system is designed for applicants who belong to very specific categories. For those who fall outside of these categories or whose situation is facing different issues, immigration status can be challenging (see Figure 1 for the pathways and roadblocks to lawful U.S. immigration).

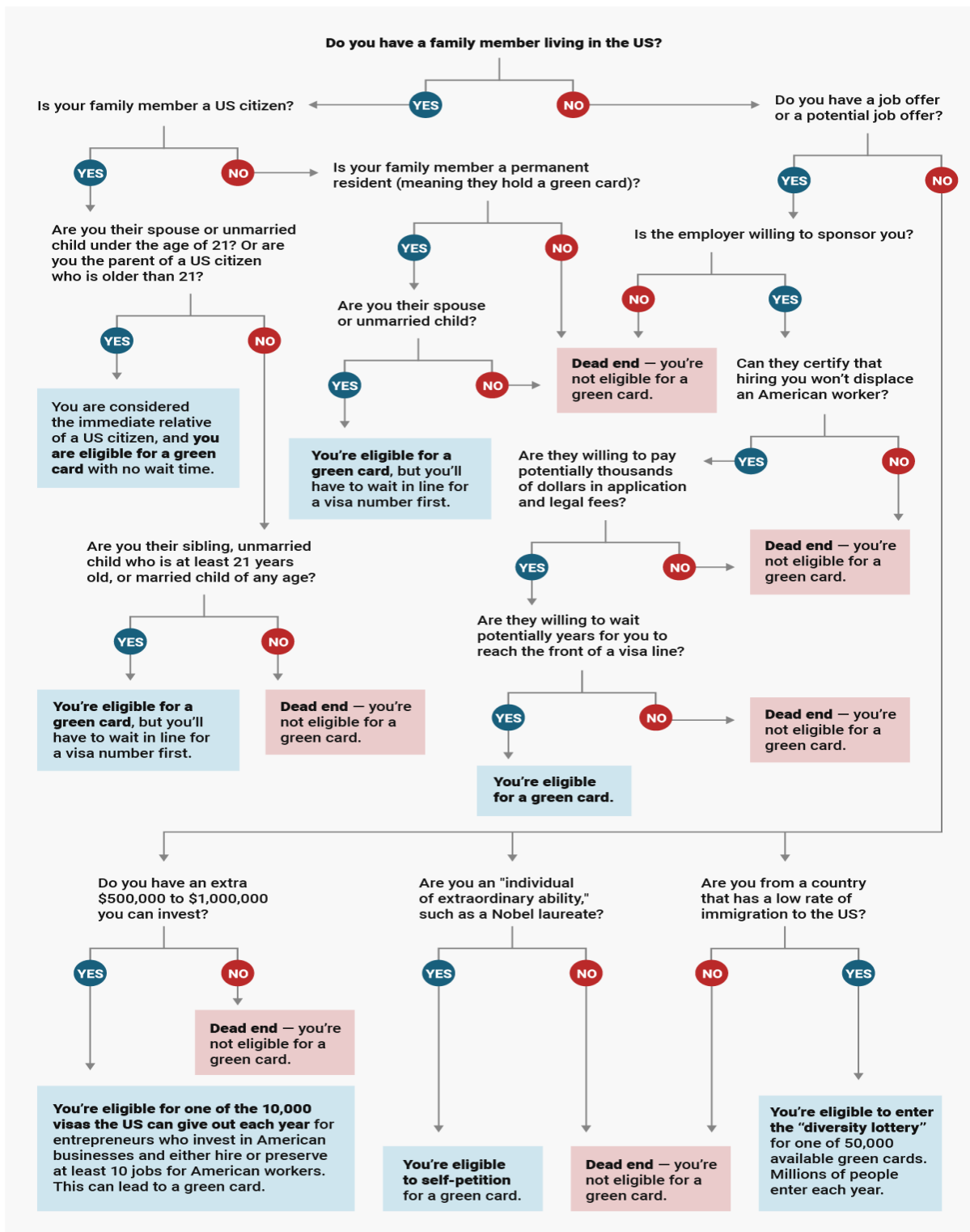


Figure 1: Immigration Pathways.

Source: USCIS and Business Insider, 2017

At the present time, the federal agency which is responsible for the oversight and application of immigration laws is known as the United States Citizenship and Immigration Service (USCIS), while the enforcement of the law is handled by United States Immigration and Customs Enforcement (ICE). Both agencies operate under the supervision of the Department of Homeland Security (DHS).

If a person is not a U.S. citizen and enters the country, he/she has either a nonimmigrant or immigrant status. A nonimmigrant status is for people who enter the U.S. on a temporary basis such as tourism, business, temporary work, or study; while immigrant status applies to those who live permanently in the United States, with the terms of permanent resident, immigrant, green card holder, or resident alien. Non-immigrants, who intend to live in the United States, must file their request for immigrant status with the USCIS. However, the process is more complicated than just filling-in a simple form. An assessment of eligibility is as important as completing the forms properly and providing sufficient supporting documents. Failure to assess the eligibility of an immigrant before submitting their application may lead to something much worse than a denial, which includes being deported, sometimes within a matter of hours. Therefore, applicants must carefully review their eligibility for immigration benefits before they submit an application to USCIS. It is important for the immigrant to retain an experienced immigration attorney for adequate representation at the immigrant personal interview before a USCIS officer.

In addition, immigration applications are costly and many low-income immigrants who would like to start a legal procedure may struggle financially. Low-income immigrants who are not able to afford to hire an immigration attorney face a maze of complex immigration laws that may affect fundamental aspects of their lives. These include adjusting their immigration



status, applying for citizenship, sponsoring a family member to join them in the United States, and accessing critical public services.

While the federal government is inconclusive on immigration reform, California has acted to become the most immigrant-friendly state. No state symbolizes the modern immigrant experience more than California. Indeed, the Golden State receives more than 325,000 immigrants each year from virtually every part of the world (Paral, 2008). These immigrants enter the country through many channels; they come to find jobs, reunite with family members, or flee persecution (Passel and Cohn, 2008). The state has passed about a dozen laws in the last two years that allow unauthorized immigrants to get subsidized health insurance, student loans, financial aid, and professional licenses to practice law and medicine (The Associated Press, 2015; Karlamangla, 2016). In supporting integration, state, counties, and localities propose a wide range of services: English-language instruction, culturally competent health care, job training, and services to assist legal immigrants with naturalization in order to become active participants in the nation's democratic process (Paral, 2008).

According to the national group Grantmakers Concerned with Immigrants and Refugees, there are approximately 190,000 Santa Clara County residents who are eligible to be naturalized but have not begun the process (McLaughlin, 2009). Many legal residents eligible to become U.S. citizens in Santa Clara County need guidance and assistance with the application process and fees. As of 2015, only 81.9 percent of Santa Clara County residents were US citizens, which is lower than the national average of 93 percent (Data USA, n.d.). With the awareness and understanding that immigrants contribute to the strength of the region, Santa Clara County has made significant efforts to develop policies based on research, and to establish practices and collaborations that go beyond the typical approach adopted by other

local governments. The county is refining its community preparedness and gaining understanding about resources available to serve local immigrant populations (McAllister, 2015).

Santa Clara County funded the Citizenship Initiative in 1997 to establish the eligibility for thousands of immigrants after the welfare reforms under the 1996 Federal Personal Responsibility and Work Opportunity Reconciliation Act. These initiatives brought together the Santa Clara County Citizenship Collaborative (SCCCC), a collection of organizations which receive the county's funding to provide immigration legal services and to act as a source of referral and collaboration for immigrant advocates (County of Santa Clara, 2013).

SCCCC is coordinated by the Office of Immigrant Relations (OIR), a program of the Santa Clara County Office of Human Relations. It aims to assist all eligible residents to take the next step to citizenship by providing individuals with the services and education needed to successfully complete the naturalization process. The members of the SCCCC that provide accredited or attorney-guided immigration legal services include:

- Services Immigrant Rights and Education Network (SIREN), which focuses on immigration, citizenship, community education and training.
- Immigration and Citizenship Program (ICP) under the Center for Employment Training (CET), which offers support services, application assistance, as well as legal consultations and representation.
- Asian Law Alliance (ALA), which offers services assisting with immigration, housing, employment, domestic violence, and civil rights.
- Catholic Charities of Santa Clara County (CCSSC), which concentrates on immigration, naturalization, representation of persons in detention, removal

hearings, work authorization, asylum, and appeals through the Board of Immigration Appeals (BIA).

## **1.2 CET - Immigration and Citizenship Program (ICP)**

The Center for Employment Training (CET) was founded in 1967 as a consequence of the 1960s California Farm Workers Movement<sup>1</sup>. It was initially meant to provide skills training and job placement services to migrant and seasonal farm workers who suffered from poverty, inhumane working conditions and low wages, and to assist these workers to find stable, full-time, permanent industry positions.

Over the last 50 years, CET has expanded its program to a hands-on skill training and human development program designed to serve youth and adults of all educational levels and social backgrounds, especially those most in need of access to quality, affordable, post-secondary education that leads to gainful employment (CET, 2016).

Although the programs offered by CET are not specifically targeted at the Hispanic/Latino population, a majority of the program participants come from this community. For example, in the headquarters in San Jose, 95 percent of CET's training program participants are of Hispanic/Latino origin (CET, 2016). This is due to the fact that CET's original goal is to serve effectively as an intermediate and a network between employers and job seekers among the disadvantaged, which in this particular case primarily targets the Hispanic/Latino population. Through the wide word-of-mouth chain, CET has grown into a network of 33 education centers operating in 12 states.

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<sup>1</sup> A farm labor activism and social justice movement that happened in 1965, originated from the grape boycott and became one of the most significant social justice movements for farm workers in the United States.

In 1986, CET created the Immigration and Citizenship Program (ICP) to promote and strengthen civic involvement among the immigrant population, in conjunction with the Immigration Reform and Control Act (IRCA)<sup>2</sup> (CET, 2016). During the IRCA implementation, 40,000 individuals benefited from ICP's legal support services.

ICP provides the following immigration legal services:

- Citizenship Services: One-on-one consultations to determine whether the clients are eligible for citizenship
- Citizenship Classes: Classes that teach students to learn and practice the basic elements of the US naturalization exam.
- Immigration Services: Legal consultations, adjustment of status, Temporary Protective Status (TPS), V, K, and Fiancé Visas, U Visas for victims of crime, Legal Permanent Resident (Green) Card Renewal and Replacement, Employment Authorization and Removal of conditional residence
- Deferred Action for Childhood Arrivals (DACA)<sup>3</sup>: One-on-one consultations to assess eligibility for DACA, and to assist clients with determining whether they are eligible for any other immigration benefits beyond DACA.

Additionally, ICP provides other immigration and citizenship services, such as completing and filing forms for the United States Citizenship and Immigration Services

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<sup>2</sup> The Immigration Reform and Control Act (IRCA) is a federal law that regulates the employment of foreign workers. The Act prohibits employers from hiring or referring individuals who are not authorized to work in the United States.

<sup>3</sup> An immigration policy that allows those who qualify to stay in the United States and obtain permission to work or study for two years at a time, with the opportunity to renew. It is aimed to protect eligible immigrant youth who came to the United States when they were children from deportation.

(USCIS), application assistance, immigration legal services for family with mixed status, or legal permanent residents (i.e., green card holders applying for citizenship) (CET, 2010).

ICP accepts all clients that seek immigration legal assistance, regardless of their origin or background. The program provides free citizenship assistance in 14 languages with volunteers accredited with the BIA (Board of Immigration Appeals) and low-cost immigration legal services. A BIA-accredited representative can assist with the preparation of immigration documents and provide legal advice regarding the options available to qualify for immigration benefits. However, a majority of ICP's clients are Spanish-speaking immigrants who come from Mexico and other countries of Latin America, followed by the Vietnamese community (Limas, personal communication, September 13, 2017). Currently, ICP has seven full-time staff members and one part-time staff member. Occasionally, the team expects to have three to five volunteers for every Citizenship Day<sup>4</sup> event to recruit clients.

The immigration legal services provided by ICP can be divided into three major steps that need to be addressed with their clients. The first step is a "Screening Session" which requires the clients to fill-in a *Service Request Form*. This form is filled by clients at ICP's main office, at screening clinics, and at events promoting citizenship. The aim is to screen eligible clients and determine whether ICP will be able to assist them. ICP provides approximately ten immigration legal services, which can vary depending on case complexity. For complicated cases which involve immigration proceedings<sup>5</sup>, ICP will refer the cases to

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<sup>4</sup> Citizenship Day is a workshop hosted by the Santa Clara County Citizenship Collaborative to assist, at no cost, legal permanent residents with their applications for U.S. citizenship.

<sup>5</sup> Immigration proceedings refers to an individual when he/she is detained for an immigration violation, which could include overstaying a visa, entering the United States illegally, or failing to comply with green card requirements.

other non-profit organizations, because they do not have resources for counseling in immigration court.

The second step of the service is an “Interview Session.” After screening through eligible clients, the ICP team will make an appointment with them. According to the immigration specialist, Glenda Solis, the waiting time to get an appointment with ICP is about one to two weeks. Once the staff members meet with the clients, they will have them fill-in the *Immigration Consultation Form*, to determine what services the client will need. The ICP team has six BIA-accredited staff to manage simple cases such as helping completing forms and filing them with USCIS. For more complex cases that involve legal issues such as asylum applications and consular processing, the ICP staff members will pass them to an attorney for careful-handling (Solis, personal communication, September 14, 2017).

Finally, the third step of the service is the “Follow-up Session,” which consists of checking the cases and client application statuses after application submissions. According to the program director, it is preferable to monitor clients from time-to-time, because some clients may move away or lose contact while their application is still pending.

From a general point of view, ICP’s funding comes from a combination of sources, which include government grants, collaboration with other non-profit organizations, and individual sources with a minimal service charge. ICP charges its clients according to their ability to pay, by placing clients on a sliding fee scale which is a function of their family size and their income. Additionally, ICP works with different institutions including government agencies to provide immigration legal services, outreach and education across Santa Clara County, for which these agencies have previously defined and allocated funding. Since ICP is a unit of CET, it receives financial support from CET, and funding from a variety of federal,

state, and local government sources. Some of its funding resources come through grant applications submitted by its own program as well as collaborative campaigns with other nonprofit organizations (Limas, personal communication, September 13, 2017).

### **1.3 Evaluation Objective**

The main goal of ICP is to provide quality immigration legal services to disadvantaged and low-income immigrants by helping them with the services and education they need to complete immigration and/or citizenship processes successfully. Hence, this evaluation intends to determine the degree of effectiveness to which ICP provides such services, and whether it achieves its main goal.

Measuring the outcomes and impact of immigration legal services is difficult. The major research challenge for this study is the lack of data about the integration outcomes of immigrants after their immigration processes have been completed. Thus, this study does not evaluate the long-term impacts on immigrants' lives after their immigration process, for example whether their new status helped them improve the access to quality education, job opportunities, and life stability. Instead, ICP chooses to focus on short-term outcomes, such as case resolutions and clients' feedback. Consequently, the present study proposes to identify a list of criteria that can be used to assess the program's performance, for instance, the number of cases which succeeded in changing immigration status with ICP's assistance, the number of people turned down or referred to other organizations because of the inability of ICP to help, and most importantly, the reviews from clients about their experiences with ICP.

According to the director of ICP, Monica Limas, no such evaluation has been performed or proposed to the team prior to the present study (Limas, personal communication, September 13, 2017). Thus, the ICP team has vested their interest to understand the program's effectiveness.



## **Section 2: Literature Review**

Immigration is a complex demographic phenomenon in the United States, which has important and controversial effects on its economy, society, and political life. Recently, various proposals to reform the immigration system, as well as opinion differences about changing the pathway to citizenship have been in the spotlight. According to a research study conducted for the Pew Research Center, there were approximately 11.5 million undocumented immigrants in the United States in 2015. The presence of these immigrants with no pathway to citizenship has repercussions on their family relationships and employment opportunities (Krogstad, Passel, and Cohn, 2017).

Citizenship benefits the immigrant community and provides an additional boost to the nation's economy. In 2016, the Institute on Taxation and Economic Policy (ITEP) conducted a study which demonstrated that the average tax rate for immigrants without documentation is higher than the rate paid by America's top earners, in the form of income, property, and sales taxes, and sustains more jobs in American businesses (Gee, Gardner, and Wiehe, 2016). By legalizing immigrants without providing them an opportunity to apply for legal status and citizenship, the U.S. will lose the additional economic boost that a path to citizenship would bring to the country. Similarly, a study conducted by Robert Lynch and Patrick Oakford showed that citizenship is associated with a statistically significant income boost of immigrants, with an average of 16 percent. Their study suggested that the sooner legal status and citizenship are granted to the unauthorized, the greater the gains will be for the U.S. economy (Lynch and Oakford, 2013).

## **2.1 The needs for immigration legal services**

Because applying for citizenship can be a long and expensive process, many immigrants who are thinking about starting a legal procedure may be worried about the financial costs. For those eligible to apply, the cost associated with the application are one of the main barriers to citizenship. In addition to the mandatory \$640 application fee and \$85 background check cost, many immigrants often have to pay for legal fees, English classes, civics courses, or citizenship classes (U.S. Citizenship and Immigration Services, 2017). A report written by a team led by Dr. Manuel Pastor, Co-Director of the Center for the Study of Immigrant Integration, explained that the cost of the U.S. citizenship application became a major barrier for legal immigrants with low-wage jobs (Pastor et al., 2014).

Additionally, the need for legal service assistance also comes from the fact that immigrants lack knowledge about immigration law. They often face many complicated immigration issues that govern the most fundamental aspects of their lives, such as adjusting their immigration status, applying for citizenship, sponsoring a family member to join them in the United States, or accessing critical public services. Yet, they are often unaware of the laws that can grant legal status and how to navigate the complex process.

In a study conducted in 2008, Eagly and Shafer found that immigrants in removal proceedings<sup>6</sup> who obtained legal representation were 15 times more likely to apply for relief from removal than those without lawyers, and 5.5 times more likely to be granted some sort of legal status that permitted them to stay in the United States. The unauthorized immigrants are different from criminal defendants, because they do not have a constitutional right to get a

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<sup>6</sup> Removal proceedings are administrative proceedings that determine whether one will be expelled from the United States in accordance with federal immigration laws.

government-funded lawyer. According to this study, only 37 percent of all immigrants, and 14 percent of detained immigrants, are represented by lawyers. Not to mention that some children also go to immigration court unrepresented (Eagly and Shaffer, 2015).

Although there are certainly some immigrants who are high-paid workers and who can afford these legal services, other groups of immigrants such as disadvantaged, low-income immigrants and refugees cannot afford the application and process fees in most cases. Thus, these populations have a critical need for low-cost legal service assistance for all types (routine and complex) of immigration, as well as citizenship cases. Furthermore, free and low-cost immigration legal services allow low-income immigrants to obtain legal status, which subsequently allows them to get better jobs, to gain family unification and stability, to access public benefits, to improve educational outcomes for their children, and to significantly increase their participation in community life.

## **2.2 The challenges**

The existing resources for affordable legal services are extremely scarce. According to a study from the New York Immigration Coalition, an estimated one third of overall undocumented immigrants qualify for immigration relief, yet there is only one non-profit or BIA representative for every 2,700 undocumented immigrants (New York Immigration Coalition, 2016). In 2013, Houston's immigration legal service providers assisted about 450 DACA cases, a small percentage compared to the 31,000 youths who applied and who could benefit from receiving DACA status (Houston Immigration Legal Services Collaborative, 2015). These facts have highlighted a critical need for legal services, and shown that the

capacity of legal service providers and their partners must be substantially increased to meet the current needs, as well as planning and implementing programs to help the undocumented.

Indeed, the biggest obstacle to fulfill the current need for immigration legal services and help low-income communities is lack of resources. Funding plays an important role in everyday operations of legal services organizations, particularly for those who are serving low-income immigrants. The high demand for immigration legal services among those organizations is limited by their resources, due to the lack of general operating funds. As stated in a study about immigrant youth in Canada, “Historically, immigrant services are underfunded and not a high priority for funding” (Kunz and Hanvey, 2000). Legal services for low-income communities are commonly insufficiently funded, and their funding has been subject to important budget cuts.

Difficulties in obtaining sustainable resources and funding have influenced the way legal service providers deliver their services. They sometimes have no choice but to turn down immigrants who need assistance. For example, in 2015 the New York Legal Assistance Group (NYLAG) was forced to turn away approximately ten thousand out of 12,459 immigration cases (about 80 percent), because of a lack of funding and funding restrictions (New York Legal Assistance Group, 2015).

### **2.3 The approaches**

To assess the best approach to measure the effectiveness of immigration legal service programs, the nature of the service needs to be thoroughly understood. If inappropriate measures or benchmarks are used to assess a program’s output and outcome, it may put the organization at a risk of failure. In particular, the approach for evaluation of a legal service or

jurisdiction can lead to distortions, given varying legislative and policy imperatives. Furthermore, it is also important to incorporate the diversity and complexity of factors that influence client behaviors and affect client outcomes, which includes political, geographic, and financial difficulties, long wait lines, and language barriers (Yakupitiyage, 2017).

The term “effectiveness” used in this study refers to the degree of success while achieving the program goals or intended outcomes. In most situations, program evaluation is simpler when the indicators collected are more objective, for example the participation rates for a wellness program. However, it is difficult to measure effectiveness because social outcomes are subjective measurements in an evaluation. When analyzing the consequences of social programs brought to the community, and in particular immigration legal services, one should not be limited to the identification of one or several problems to be addressed (e.g., the question of unmet legal need), as it is also necessary to assess the extent to which providing assistance would make a difference.

The purpose of measuring and improving the effectiveness of immigration legal services can be referred to the concept of evidence-based practice (EBP). EBP is an approach towards decision-making that is supported by evidence. Conventionally, evidence is obtained through experimental forms, but other types of evidence are occasionally used. These proven effective programs, policies, and practices are called “evidence based.” The EBP concept originated in the health service sector and became widely employed in a diverse range of other sectors including education, public policy, criminal justice, and quality management. EBP studies the quality of evidence when making decisions about the delivery of services and formulation of policies (Metz, Espiritu, and Moore, 2007). By encouraging evidence-based

approaches in immigration legal services, the federal government can help service providers target resources more efficiently.

The most relevant is the evidence regarding outcome effectiveness, which is obtained by using systematic outcome-evaluation processes. Once the outcomes of a strategy or service is identified and clearly defined, it is then possible to consider how to measure the impact of the strategy against outcomes. For example, in an immigration legal problem, the resulting positive outcome would be that the immigration status or the citizenship is granted (Goodkind, 2005).

After the outcome goals are identified, it is critical to decide which parameter to measure in order to assess effectiveness. When evaluating immigration services, it is thus essential to define what constitutes a relevant population. For this, the selection of participants and recruitment methods must be carefully defined and described in detail. The participation rates at each stage of an evaluation must also be recorded accordingly. (Aarons, Hurlburt, and Horwitz, 2010).

The following examples show the findings of similar legal assistance program evaluations, which are based on different assumptions, and helped refine and improve practices. Although individual findings may not translate directly to this study, they do highlight the importance of evidence-based research for the development of public programs and for the delivery of immigration legal services.

#### **2.4 Examples of Similar Program Evaluation**

The New South Wales Law and Justice Foundation conducted the Australia Wide Legal Need Survey on behalf of the National Legal Aid in 2012. This study examined the nature of legal problems, the pathways to their resolution and the demographic groups that struggled

with these problems. The survey provided evidence-based data to define policy directions about legal service provisions and evaluated access to justice across Australia (Coumarelos et al., 2012).

The study is based on 20716 telephone interviews conducted with household residents aged 15 years old or over across Australia. There were at least 2000 respondents in each of the eight Australian states. Overall, the respondents' awareness of public legal services was low. From the survey, the fraction of respondents who sought advice for legal problems was 51 percent, of which 31 percent handled legal problems without advice, and 18 percent took no action for their legal problems (Coumarelos et al., 2012).

As a result, the study concluded that the unmet legal needs were easily caused by ignorance of a legal problem. Not everybody who experiences a legal problem will take steps to seek resolution. In this scenario, the respondents often gave multiple reasons for ignoring legal problems, for example, they chose to resolve problems by doing nothing because the problem was not important for them or due to the costs involved to resolve problems. Consequently, the scarcity of resources is not the main cause influencing a program's effectiveness. Rather, the effectiveness of a program should be evaluated through its modes of service delivery, or on how it chooses its client targets for some of its services. This report suggested the adoption of strategic thinking and integrated approaches to legal problem solving. Additionally, the report also recommended that any measurements of a service's effectiveness should consider a multitude of challenges and differences to have the largest impact (Coumarelos et al., 2012).

Another similar research approach conducted in 2012 in Australia for the Legal Assistance Service (LAS), by Dr. Liz Curran, is known as the Legal Aid ACT<sup>7</sup> (LAACT) Research in Australia. The goal of the study was to define and measure the quality, outcomes, and effectiveness of legal assistance services in a context where services were being assessed for their impact on broader client outcomes. The study collected qualitative data on the nature of services and clients experiences, and sought ways to evaluate responsiveness to different clients' needs (Curran, 2012).

The research was conducted by using a participatory action research approach. This methodology was adopted because international research in the humanitarian field suggests that research evaluations which affect human beings should follow a “bottom up” approach, i.e., a record gathered by the front-line experience of clients who use the service and the provider's staff who deliver the service, rather than a “top down” approach, which is often guided by political imperatives, and designed by a government or civil service who is remote from the experiences of those who actually use the service. Therefore, the data should be recorded by the people who do the actual work, from the experiences of the clients (Kusek and Rist 2004; Ebrahim and Rangan 2010).

Dr. Curran used mixed methods and both quantitative and qualitative tools were combined to ensure that the layers of complexity of the studied legal services were covered: surveys, questionnaires, interviews, staff journals and focus groups. Open and closed questions were used in the survey instruments, framed in such a way to unravel complexity and reveal case studies based on actual examples to be provided by the participants (Curran, 2012).

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<sup>7</sup> The Australian Capital Territory (ACT) is a self-governing territory in the south east of Australia, houses the capital city of Australia, which is Canberra.



In this study, a two-week trial research approach to examine services at LAACT was conducted by using the following instruments and methodologies:

- Interview with eight lawyers and eight clients were conducted individually by the researcher to gather feedback on the services they received.
- Records were made in observation logs by seven staff who were not involved in other survey tasks.
- A voluntary client feedback questionnaire was handed to all clients after receiving legal advice at LAACT's office.
- A telephone survey of clients was undertaken after the closure of their cases.
- An online survey of in-house lawyers and private lawyers who handle legally assisted cases was conducted.
- Case studies were collected from open questions in observation logs, focus group discussions, clients' interviews with the researcher, and from an online survey.
- Interviews were conducted with stakeholders from different practice areas, as well as with academics from the Australian National University College of Law, who worked with law students participating in the Legal Aid Clinic advice service and LAACT's Youth Law Program.

In 2014, Dr Liz Curran was invited by the Advocacy and Rights Centre (ARC) in Loddon Campaspe, a rural region of Victoria, to undertake an evaluation by deploying a similar model adapted to a legal-health program which rolled-out over two years (Curran, 2015). This study demonstrated that the LAACT model was successfully adapted and replicated in different settings, with the condition that the staff and community involved in the services participated.

As a result, the LAACT study was able to identify service gaps, provide additional support and training to staff, and modify some policies and practices to be more responsive to client needs. The study particularly benefited from the survey methodology, which provided positive feedback supporting the efficiency of the service, and negative feedback that revealed the weaknesses of the service that may have otherwise been overlooked and not addressed.

## **2.5 Summary**

Most of the literature studies found in the literature reviewed here did not highlight any standard tool to evaluate the quality of immigration legal service providers as well as other factors that influence the experience and outcome of low-income immigrant legal experiences and outcomes. Although developing services for such a targeted population group is fraught with challenges, ICP recognizes the need to evaluate its program and services to protect the rights of the growing immigrant population. Ultimately, the measure of effectiveness for an immigration legal services program may benefit immigrants and community as a whole in the long run.

## **Section 3: Methodology**

The literature outlined some challenges that can influence the effectiveness of the delivery of legal services to immigrant communities. Hence, evaluating ICP will help the team verify whether it is meeting its goals and objectives, as well as identify problems and associated fixes for improvement.

The foundation of this evaluation consists in the development of ICP cases across several years, the information gathered through semi-structured interviews with three ICP team members, and an anonymous survey collected among ICP clients.

### **3.1 Key Research Questions**

This study focuses on the evaluation of the program that is based on questions related to the program's implementation, client demographics, and the client experiences. These questions are listed below:

1. How well is the program being implemented?
  - 1.1 Does the program allocate adequate staff resources to deliver its services?
  - 1.2 What outreach strategies are being used?
  - 1.3 What are the obstacles in delivering immigration legal services?
2. Do client demographic factors (age, gender, ethnicity, income, location) affect the program's effectiveness?
3. Does ICP succeed in providing quality immigration legal services to its clients?
4. To what extent are clients satisfied with ICP's assistance?
  - 4.1 What are the challenges/problems faced by clients when seeking ICP's assistance?

4.2 Will the clients seek ICP again if they need help in the future?

4.3 Will the clients recommend ICP to others?

### **3.2 Logic Model**

Logic Model is a useful tool for program evaluation. It shows how a program is supposed to work, describes the detailed visual representation of a program and eventually helps to focus on the evaluation. The logic model provides a snapshot of a program and serves as a single-page summary of the program that is easily shared with staff, board of directors, and funders.

In this evaluation, a program logic approach is used as a framework for the evaluation (Figure 2). The evaluation of ICP focused on the degree to which goals were achieved and on the factors facilitating or hindering the achievement of these goals.

The logic model does not portray any official ICP policy. Rather, the logic model indicates the connections between the program components. ICP needs inputs to operate its activities, which includes *Funding*, *Staffing* and *Facilities*. It uses these inputs to generate activities, such as *Administrations*, *Clients Screening*, *Clients Recruiting (Outreach)* and *Staff Training*. The stream of activities will then deliver outputs and outcomes, and show how ICP activities lead to the achievement of their objectives.

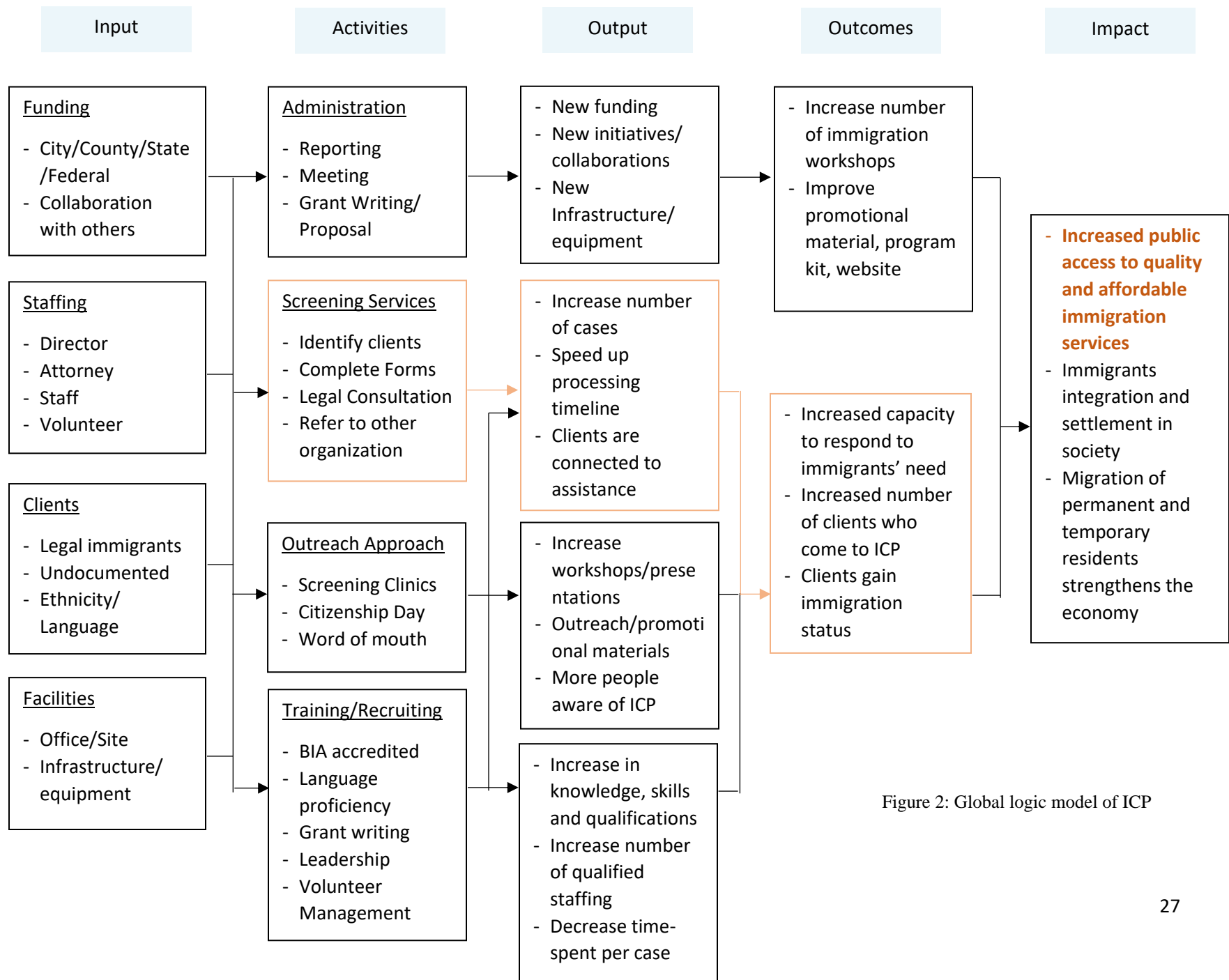


Figure 2: Global logic model of ICP

The global logic model (GLM) is a broad view of the ICP program flow, so it works best for stakeholders such as funders and the board of directors. For this evaluation, the ICP staff members need a detailed model that reflects day-to-day activities and causal relationships. Hence, a simple logic model (SLM) is developed by “zooming into” more specific parts of the ICP overall program flow (Figure 3). The SLM is an enlargement of the *Screening Services* component which leads to the *Output* component.

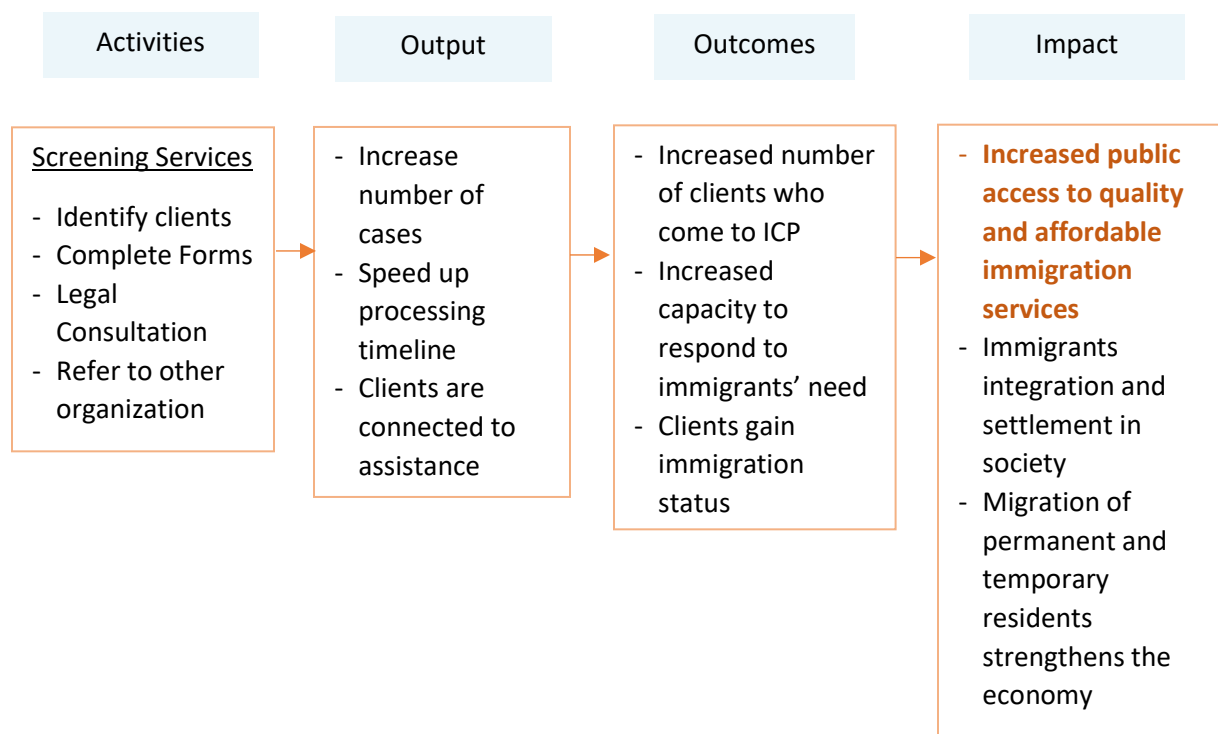


Figure 3: Simple logic model of ICP

The simple logic model of ICP is a specific “magnification” of parts of the program, showing more details related to the implementation of the *Screening Services* component. Increasing screening services such as the process of identifying clients, the completion of forms, legal consultations or referral to other organizations, may increase the number of cases,

speeding the screening processing time, and connecting clients to the correct assistance. As for the output components, ICP aims for several outcomes, such as increase of the number of clients who come to ICP, the increase of the capacity to respond to immigrant needs, and the help given to clients to gain immigration status.

Keeping in mind that its focus is to increase public access to quality and affordable immigration services, this study evaluates how well the program performs for helping clients to gain immigration status, and what can be done to make it more effective. However, this goal is not easy to measure. Therefore, this study used indicators that measure progress towards the achievement of the desired outcomes. Such indicators can be considered as measurement of the desired outcomes when these outcomes cannot be directly measured (American Academy of Pediatrics, 2008). Table 1 below shows the program outcomes and progress indicators which were used to measure the effectiveness of ICP.

Outcomes	Progress Indicator
Increased number of clients who come to ICP	<ul style="list-style-type: none"> <li>- Number of clients who come to ICP</li> <li>- Clients feel satisfied with ICP's assistance</li> <li>- Clients are willing to recommend ICP to others</li> </ul>
Increased capacity to respond to immigrants' need	<ul style="list-style-type: none"> <li>- Number of cases completed by each staff member</li> <li>- Number of qualified staff</li> </ul>
Clients gain immigration status	<ul style="list-style-type: none"> <li>- Average number of cases completed</li> <li>- Challenges faced by ICP</li> <li>- Challenges faced by clients</li> </ul>

Table 1: Program Outcomes and Progress Indicator

For ICP to achieve its objectives, this study reviewed the number of staff, outreach achievements and obstacles to provide immigration legal services. Additionally, this study also

reviewed client perspectives about services provided, because their opinions of the program's quality affect their behavior before and during the time of receiving legal assistance.

### **3.3 Data Sources**

This research study employed several methods to answer the key research questions by using descriptive research analysis. The use of multiple methods helps increase the accuracy of the measurements and the degree of certainty of the conclusions. Both qualitative and quantitative data were collected by using the data sources as described below.

Several research methods were applied to obtain input data from these methodologies, which include semi-structured interviews, client record analysis, and client surveys.

#### ***a) Semi-structured Interviews***

Semi-structured interviews were conducted with several people among the ICP staff, namely, the program director, the supervising attorney and one immigration specialist. The primary reason the director and the attorney were chosen is because their perspectives directly affect the success of the program. The immigration specialist was chosen because this group of ICP staff is at the frontline to deal with ICP clients daily; therefore, they have a better insight about obstacles faced by clients, and most importantly, the challenges faced by themselves when delivering immigration legal services.

The content of these interviews is used as a primary data collection method, because it can be assumed that data from the three interviewed respondents are meaningful, knowledgeable, and can be used explicitly and in detail. Such approach is particularly fruitful for process evaluation.



To begin the interviews, each respondent was first approached individually by email invitation. Dates for the interviews were set between August and September 2017, and each interview took place at the ICP office for their convenience. Three different sets of carefully worded questionnaires were prepared before each in-person interview, which generally focused on the research questions listed earlier. The interview of ICP's program director consisted of a series of seven questions (Appendix A), the interview of ICP's supervising attorney consisted of a series of six questions (Appendix B), and the interview of ICP's immigration specialist consisted of a series of five questions (Appendix C). During the interview, each respondent could speak freely, which led to an open dialogue and a discussion about other issues.

The interview with the program director provided a concrete understanding of management's viewpoints and objectives of the program through an open dialogue. The interview with the supervising attorney generated a wealth of opinions and suggestions through an active dialogue about program evaluation. Lastly, the interview with the immigration specialist provided a perspective as to challenges of being on the frontline.

However, such an interview method has a major drawback, which is that it generates qualitative data that may be biased by the personal opinions of the ICP management team. In this regard, such data are less likely to provide the kind of systematic and quantitative findings.

#### ***b) Record Analysis***

In general, ICP collects a fair amount of data as part of their daily program. However, they usually refer clients to other organizations for assistance when their cases are related to deportation, because ICP does not have the resources to handle cases that have to be brought

to the immigration court. This present study is based on data from July 2016 to June 2017, for which ICP agreed to provide client data after anonymizing their personal information.

Two distinct sources of client data were obtained for this study. The first source draws from the client sign-in sheet. ICP collects information on the number of clients who arrive for any enquiries on a daily base, and stores it in an Excel format. There are total of 2801 records derived from this data source.

The second source is based on the analysis of existing data of ICP client intake from 2016 to 2017, after extracting the data from their database system *INS ZOOM* and *eImmigration-Air* in Excel format. These data are already available from ICP and relatively costless to collect, since they are stored electronically in a database. Access to these data provides an opportunity to study the trends of ICP client intake.

The data are collected from four types of forms:

*Service Request Form (Appendix D)*

- This is a basic intake form for ICP to collect client personal and background information.
- This form is filled by clients in ICP's main office, screening clinics, and events promoting citizenship.

*Immigration Consultation Form (Appendix E)*

- This is a form that must be filled by the clients who have already filled a Service Request Form and are requesting further consultation from ICP.
- Since this form is filled by existing clients, the information collected consists of brief questions about the clients, family member information, the immigration petition, Deferred Action for Childhood Arrivals (DACA) eligibility, asylum and

hardship factors, Violence Against Women Act (VAWA) and U Visa eligibility, and the records of entries and exits (in/out of the United States).

- This form is filled by clients in ICP's main office, after the clients show their interest in gaining further consultation appointments with ICP.

*Naturalization Intake Form (Appendix F)*

- This form must be filled-in by existing clients if they are interested in applying for citizenship.
- This form is filled by clients in ICP's main office, screening clinics, and events promoting citizenship, after the completion of a Service Request Form.

*DACA Legal Screening Tool (Appendix G)*

- This form must be filled-in by existing clients if they are interested in applying for DACA (see Section 1.2).
- This form is filled by clients in ICP's main office, screening clinics, and events promoting citizenship, together with a Service Request Form.

Since these existing data are stored electronically in ICP's database system, they are already available and relatively costless to collect. There are a total of 1021 records derived from this data source. These existing data are useful for making the comparison of cases and time spent throughout the months. However, because the volume of such data is massive, the analysis of these records can be time-consuming.

c) *Clients' Survey*

This data source was not included in the first iteration of our methodology because of immigrant profile sensitivity issues. The evaluator and ICP were concerned about the legal

status of clients that are sensitive in nature and may yield invalid results or suppress participation. After several discussions with ICP's Program Director, the team was supportive about expanding the evaluation methodology by including a survey for their clients. The goal was to obtain direct feedback from the community and to evaluate their satisfaction about ICP services. However, ICP preferred this survey to be conducted anonymously to protect client personal information.

The survey instrument was divided into two parts, which includes basic demographic questions about income, ethnicity, gender, age, and country of origin on the first part, while the second part includes questions about client experiences with ICP. It combines closed and open-ended questions (Appendix H).

This survey was distributed to approximately 100 ICP clients who arrived at ICP's office, with an anticipated response rate of seventy percent, as advised by the ICP team. The team expected that respondents would not refuse to be surveyed, as long as it is done anonymously. The survey was conducted from August 28 to September 14, 2017. Since the respondents were expected to be mostly low-income, immigrant, or have low literacy levels, the survey was written in three different languages, namely, English, Spanish and Vietnamese, which correspond to the languages spoken by the major ethnic groups in Santa Clara County (U.S. Census Bureau, 2016).

Before completing the survey, potential respondents were approached by the evaluator to explain the purpose of the survey and to provide a consent form that they needed to read before starting to fill-in the questionnaire. For those who agreed to take the survey, the evaluator assisted throughout the questionnaires, in case they had any questions, depending on literacy levels or visual abilities of the respondents.

Survey results were collected through hardcopy (paper) questionnaires, and data were then entered into an Excel worksheet for analysis purpose. Below is a sample of data entry resulting from one question of the survey.

Completion Date	Respondent Number	Q: In an overall sense, are you satisfied with ICP immigration legal services? (1 = Very Satisfied; 2 = Satisfied; 3 = Dissatisfied; 4 = Not sure / Neutral)
05/09/17	123456	1

Table 2: Data Entry Sheet Sample

The goal of this survey was to determine the level of satisfaction of ICP's current clients as well as to evaluate potential challenges and issues faced by the program. Therefore, these results helped answer some of the questions about ICP's effectiveness, from their client's perspective.

### **3.4 Data Analysis**

The information obtained from the semi-structured interviews, record analysis and client surveys were organized into preset categories, as it related to the specific research questions identified in this research study. This process allowed us to divide the data into different categories. After reviewing the available information, an evaluation matrix was created to show which data collection and analysis methods could be used to answer each research question.

Key Research Questions	Semi-structured Interviews	Record Analysis	Clients' Survey
<p>1. How well is the program being implemented?</p> <p>1.1 Does the program allocate adequate staff resources to deliver its services?</p> <p>1.2 What outreach strategies are being used?</p> <p>1.3 What are the obstacles in delivering immigration legal services?</p>	✓	✓	✓
<p>2. Do client demographic factors (age, gender, ethnicity, income, location) affect the program's effectiveness?</p>	✓		✓
<p>3. Does ICP succeed in providing quality immigration legal services to its clients?</p>	✓		✓
<p>4. To what extent are clients satisfied with ICP's assistance?</p> <p>4.1 What are the challenges/problems faced by clients when seeking ICP's assistance?</p> <p>4.2 Will the clients seek ICP again if they need help in the future?</p> <p>4.3 Will the clients recommend ICP to others?</p>			✓

Table 3: Evaluation matrix: matching data collection to key evaluation questions

Research methods have implications about what will count as evidence, about how facts and data will be gathered, and about what kind of justification or answer can be found. Each data collection source has its own strengths and weaknesses. However, when combined, they can enhance the credibility and completeness of the surveys by comparing information obtained from different data sources.

Semi-structured Interviews	Record Analysis	Clients Survey
<b>Target:</b> <ul style="list-style-type: none"> <li>- ICP Director</li> <li>- ICP Supervising Attorney</li> <li>- ICP Immigration Specialist</li> </ul>	<b>Form:</b> <ul style="list-style-type: none"> <li>- Service Request Form</li> <li>- Immigration Consultation Form</li> <li>- Naturalization Intake Form</li> <li>- DACA Legal Screening Tool</li> </ul>	<b>Target:</b> <ul style="list-style-type: none"> <li>- ICP clients</li> </ul>
<b>Strengths:</b> <ul style="list-style-type: none"> <li>- Gain in-depth information of the screening process of ICP</li> <li>- Answered most of the research questions</li> </ul>	<b>Strengths:</b> <ul style="list-style-type: none"> <li>- Available and relatively costless to collect</li> <li>- Useful for making comparison across years</li> </ul>	<b>Strength:</b> <ul style="list-style-type: none"> <li>- Identify the current clients' experiences and opinions in the program.</li> </ul>
<b>Drawback:</b> <ul style="list-style-type: none"> <li>- Generates qualitative data that may be biased by personal opinions</li> </ul>	<b>Drawbacks:</b> <ul style="list-style-type: none"> <li>- Massive volume</li> <li>- Time-consuming analysis</li> <li>- Data restricted within the research timeframe</li> </ul>	<b>Drawbacks:</b> <ul style="list-style-type: none"> <li>- Assistance needed for respondents with low literacy levels</li> <li>- Versions in different languages must be prepared</li> </ul>

Table 4: Applying mixed methods for ICP program evaluation

## **Section 4: Findings**

The methodology conducted in this research study generated a large amount of data, obtained from the viewpoints of ICP's clients and ICP staff members. The data were analyzed with a standard statistical analysis software package (IBM SPSS, 24).

### **4.1 Research Questions and Findings**

#### **1. How well is the program being implemented?**

##### **1.1. Does the program allocate adequate staff resources to deliver its services?**

This question was answered based on the semi-structured interview with ICP Director Monica Limas. She explained that ICP immigration specialists usually arrange appointments with clients from Monday through Thursday; the office is closed on Friday for the staff to have one day to follow up with cases on hand. Since the part-time immigration specialist is not BIA-accredited, she can only help clients translate documents and provide general information, but cannot be tasked with immigration advising. The supervising attorney takes charge of reviewing complex cases, which takes time than other basic cases, such as screening for eligibility or filling-in forms.

According to the supervising attorney Jessica Jenkins, the team adjusted their schedule to provide themselves more time to do administrative and follow-up work. There is an average waiting time of several weeks for clients to schedule a screening appointment or consultation, with the exception of their weekly walk-in DACA renewal clinic (Jenkins, personal communication, September 12, 2017).



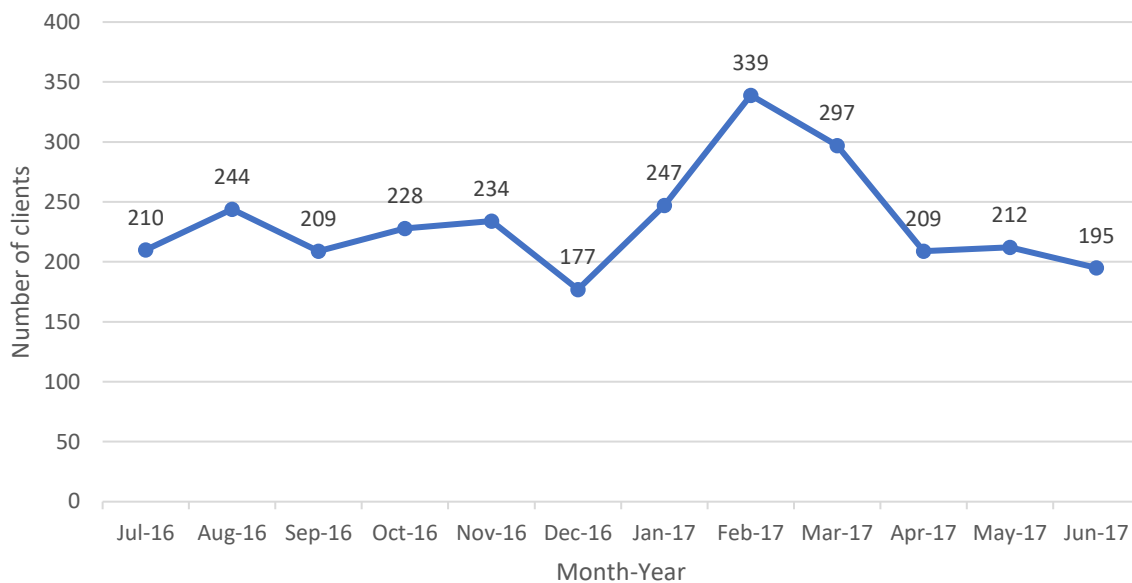


Figure 4: Number of clients who came to the ICP office during the fiscal year 2016-2017

Figure 4 above illustrates the number of clients who came to the ICP office (and signed-in) during the fiscal year (FY) 2016-2017. By using the measurement of central tendency, the mean of the data above was 233, which shows that ICP had an average amount of 233 people signing in at the office every month throughout FY 2016-2017. There are currently four BIA-accredited immigration specialists, one part-time immigration specialists and one supervising attorney at ICP. On average, each immigration specialists met approximately 39 clients per month during FY 2016-2017. The number of clients who came to ICP in a month reached a peak in February 2017, with 339 clients. This was likely due to the many enquiries clients had about the direction of the major immigration policies after the Executive Order signed by President Trump on the Travel Ban on January 27, 2017.

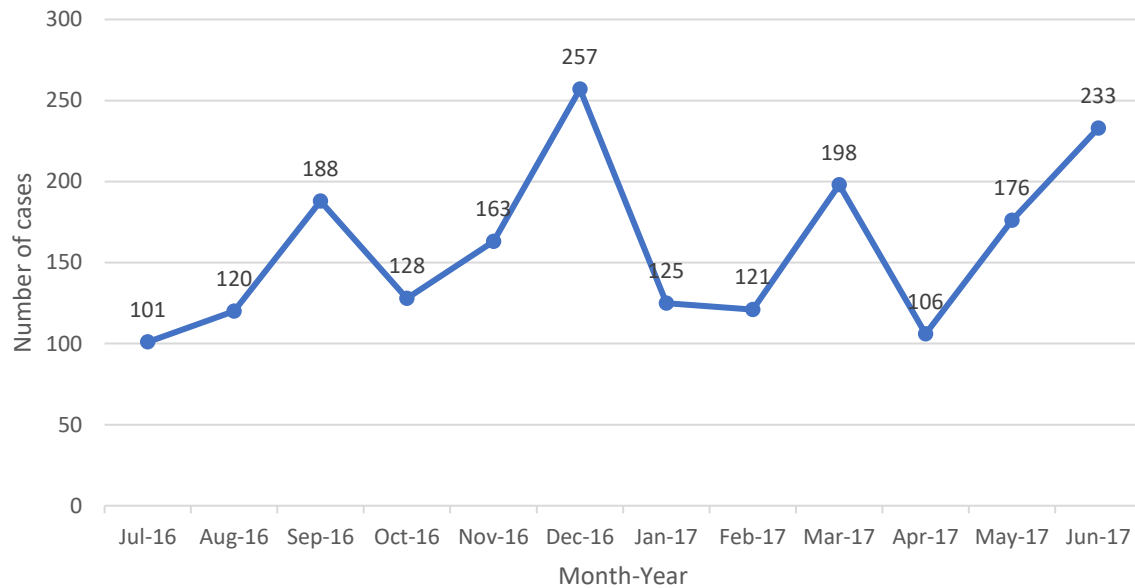


Figure 5: Number of cases completed by ICP for FY 2016-2017

Figure 5 illustrates the number of cases completed by ICP during FY 2016-2017. As stated by Ms. Jenkins, each case is considered as “completed” when ICP has helped the clients submit their application to USCIS. ICP’s main task is to assist their clients by guiding them through the process and help them take steps towards immigration. Consequently, failure of obtaining an immigration status is not under ICP’s control, and therefore not its responsibility.

The *mean* of the data above was 160, this shows that ICP completed an average of 160 cases every month throughout FY 2016-2017, with a maximum of 257 cases recorded in December 2016. Interestingly, this maximum corresponds to a record low number of clients who came to ICP (Figure 5). This shows that when the number of clients coming to ICP decreases, the number of cases completed by the ICP team increases.

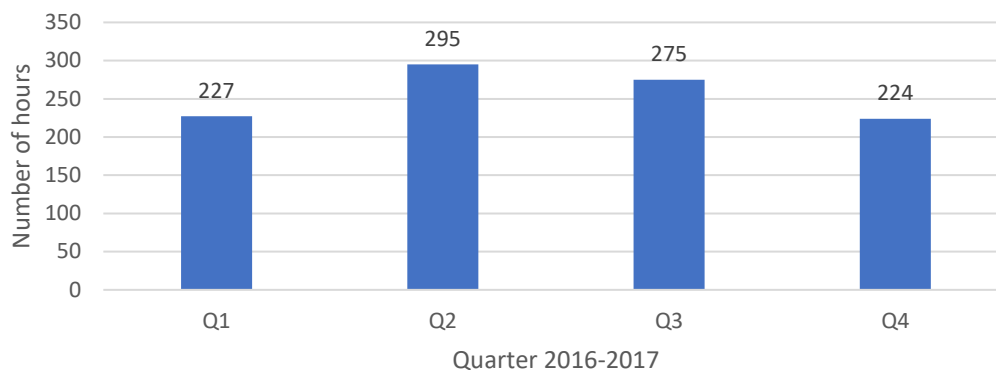


Figure 6: Number of hours ICP spent in providing one-to-one scheduled consultations

Figure 6 illustrates the number of hours that ICP spent in providing scheduled one-on-one consultations during the fiscal year 2016-2017. The data shows that ICP provided an average of 255 hours of one-on-one consultation for its clients per quarter.

	Q1	Q2	Q3	Q4
Number of hours ICP spent in one-on-one consultations	227	295	275	224
Number of clients who came to ICP	663	639	883	616
Average time spent for each client (hours)	0.3	0.5	0.3	0.4

Table 6: Average time (in hours) spent for each client during FY 2016-2017

According to ICP management, clients need to make an appointment with an immigration specialist to obtain a one-on-one consultation. There is no walk-in consultation available, except for document drop-offs or basic information enquiries. By taking the number of hours that ICP spent in consultations divided by number of clients who arrived at ICP per quarter, we obtain the average time (in hours) spent for each client who arrived at ICP office per quarter during the fiscal year 2016-2017, as shown in Table 6. We see that an ICP specialist spent approximately 24 minutes (a *mean* of 0.4 hour) of consultation time for each client.

According to ICP, an immigration specialist usually spends approximately one hour of consultation time with clients, so that the average time-period of 24 minutes estimated above looks shorter than the usual procedure. This difference might be due to the fact that some clients had shorter consultations than average, because the consultations involved updates with the immigration specialist or dropping off/picking up documents.

### *1.2. What outreach strategies are being used?*

This survey managed to collect data from 84 clients (N=84) who came to the ICP office and received services from ICP. The survey results were used to answer this question.

		Responses		Percent of Cases
		N	Percent	
Attribute of communication	Word-of-mouth	58	54.2%	69.0%
	Television	7	7.1%	8.3%
	Radio	1	1.0%	1.2%
	Online	3	3.1%	3.6%
	Community-based Organizations	6	6.1%	7.1%
	Social Services	3	3.1%	3.6%
	Flyers	11	11.2%	13.1%
	Churches/Temples	4	4.1%	4.8%
	Others	5	5.1%	6.0%
Total		107	100.0%	116.7%

Table 7: How ICP clients get to know about ICP

Table 7 above illustrates that 84 clients ticked a total of 107 boxes in the survey they filled out, which indicates that a few clients gave more than one answer to a single question. Therefore, there are two sets of percentages: one column uses the total number of responses (107) as the base value for the percentages, while the other column uses the number of cases

(84) as the base. Out of 84 clients, 58 clients indicated that they heard or got to know about ICP services from the people around them who had themselves received ICP's assistance. This corresponds to 69.0 percent of all clients who responded, and to 54.2 percent of all the outreach strategies. It appears that a positive word-of-mouth about ICP is what mostly makes potential clients trust ICP and bring in more potential clients. The second most successful outreach strategy was flyer distribution, which was mentioned 11 times out of 84 clients, i.e., 13.1 percent of all clients who responded, and 11.2 percent of all outreach strategies.

		Responses		Percent of Cases
		N	Percent	
Method of contact	Telephone	58	54.2%	69.0%
	Email	6	5.6%	7.1%
	In-person Meeting	37	34.6%	44.0%
	Regular Mail	0	0.0%	0.0%
	Through Lawyer	4	3.7%	4.8%
	Others	2	1.9%	2.4%
Total		107	100.0%	127.4%

Table 8: How ICP clients contact ICP

Table 8 above illustrates how ICP clients contact ICP, and shows similar results to those in Table 7. Data are given as two sets of percentages: one column shows the percentage corresponding to the total number of responses (107) as the base value, while the other column shows the percentage corresponding to the number of cases (84) as the base value. Out of 84 clients, 58 clients indicated that they contacted ICP via telephone to inquire about its services, which corresponds to 69.0 percent of all clients who responded, and to 54.2 percent of the contact methods. The second preferred method of contact was in-person meeting, which was cited 37 times out of 84 clients. This corresponds to 44.0 percent of all the clients who

responded, and to 34.6 percent of all outreach strategies. Out of 84 clients, four clients indicated that they contacted ICP through a lawyer. This usually happens when the clients first meet lawyers who are not specialized in certain areas of immigration law that relates to their case, or when the clients are not able to afford the lawyer fees. In both cases, lawyers may help their clients by referring them to affordable immigration assistance services, including ICP, according to the areas of expertise of such service providers and their geographical location.

### *1.3. What are the obstacles in delivering immigration legal services?*

This question was mostly answered based on the content of the semi-structured interviews with the ICP management team. During these interviews, one topic that stood out in the discussion was about the limitations that impact the effectiveness of the program. ICP management team mentioned that the biggest challenge was to handle the high demand for immigration legal services. According to the supervising attorney Jessica Jenkins, immigration specialists go through the screening process of all clients, before handing her the cases to be reviewed. Consequently, the high demand of requests creates a “bottleneck” at the supervising attorney stage (Jenkins, personal communication, September 12, 2017).

In addition, Ms. Jenkins identified rapidly changing immigration laws and policies in the current political climate as the second major challenge. Aggressive policy changes bring insecurity to immigrant populations and affect immigration specialists when handling cases. It is difficult for ICP to make any confident predictions about coming changes. Consequently, immigration specialists face a certain level of stress in this uncertain political climate. Immigration specialists perceive a huge responsibility for the advice they give to their clients,

as they might put them at a higher risk of denial by the USCIS and significant extra costs related to their cases.

One immigration specialist, Ms. Glenda Solis, also mentioned the challenges faced by the frontline staff. She explained that they face the difficulty of adjusting their emotions when it comes to recognizing that they are not able to help every client. She felt devastated when seeing clients struggle because of current immigration laws. From her 15 years of experience working for ICP, Ms. Solis mentioned that learning how to manage stress is important for immigration specialists, since stress can adversely impact both professional performance and personal life (Solis, personal communication, September 14, 2017).

Additionally, Ms. Solis felt that ICP had adequate staff at the moment, with a new attorney employed since September of 2017. Although there was still a high demand from clients regarding their services, she feels that the quality of services is more important than the quantity. Consequently, she prefers to spend more time working fully on five cases rather than hastily completing 20 cases in a short time.

2. Do client demographic factors (age, gender, ethnicity, income, location) affect the program's effectiveness?

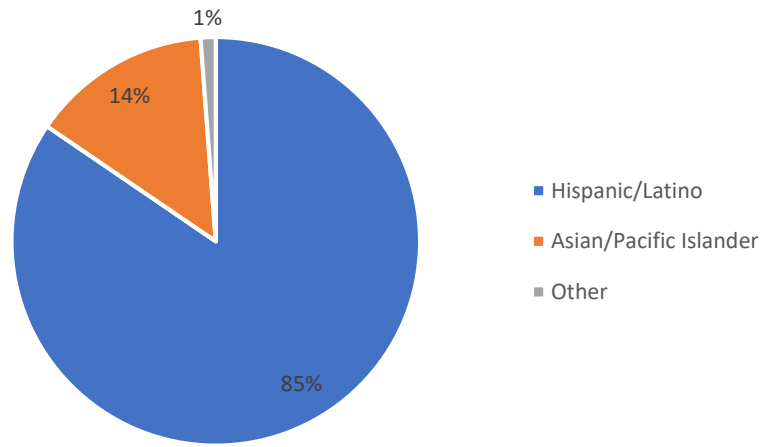


Figure 7: Clients' ethnicity makeup (from August 28 to September 14, 2017)

The research study sought to collect information on the clients' demographic profiles, which shows that 85 percent of ICP clients were of Hispanic/Latino ethnicity, 14 percent were of Asian/Pacific Islander ethnicity, and the remaining percent of other ethnicities (Figure 7). No individuals from the Native American, African American and Caucasian populations came to ICP to seek immigration legal services during that period of time. Note that the Asian and Hispanic populations are the second largest (35 percent) and third largest (26 percent) segment, respectively, in Santa Clara County (U.S. Census Bureau, 2016).



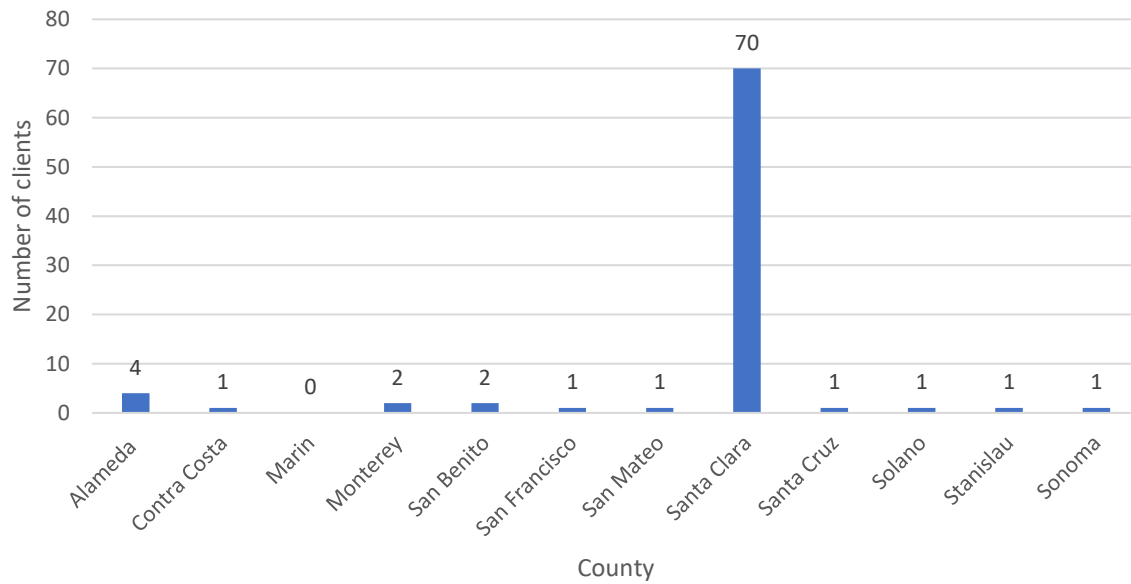


Figure 8: Distribution of the clients' counties of residence (from August 28 to September 14, 2017)

Factor	Category	Number	Percentage
Age	18 – 29	40	48%
	30 - 39	13	15%
	40 - 49	14	17%
	50 and above	17	20%
Gender	Male	35	58%
	Female	49	42%
Annual Household Income	Less than \$24,999	44	52%
	\$25,000 to \$49,999	27	32%
	\$50,000 to \$99,999	13	16%
	\$100,000 or more	0	0%
Education Level	None	6	7%
	Secondary or less	21	25%
	Some post-secondary	42	50%
	Bachelor's degree	8	10%
	Graduate and post-graduate degree	7	8%

Table 9: Clients' demographic details (from August 28 to September 14, 2017)

Based on the demographic data shown in Figure 7, Figure 8 and Table 9, ICP primarily serves the Hispanic/Latino population who are between 18-29 years old of age, who have some post-secondary education background, who have an annual household income lower than \$25,000 a year, and who reside in Santa Clara County.

The data also show that 83 percent of clients were recorded as coming from Santa Clara County, which is most likely due to the location of the ICP office, situated in downtown San Jose. They further show that 52 percent of the clients had an income of \$24,999 or lower per annum, while none had a yearly income of \$100,000 or more. Among the 84 clients who completed the survey during that period, 48 percent of them were between 18 and 29 years old. This was most likely the result of the high demand for DACA renewals after the Rescission of DACA<sup>8</sup> on September 5, 2017.

Additional information about demographics was obtained from the ICP management team through the semi-structured interviews. ICP Director Ms. Monica Limas stated that the program welcomes all immigrants regardless of their background. To serve its clients effectively, ICP currently has four immigration specialists who are able to converse in Spanish, and one part-time immigration specialist who is a Vietnamese speaker.

This study also used a cross tabulation to find a correlation between the clients' ethnicity and ICP's helpfulness, which is based on the clients' opinions of ICP.

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<sup>8</sup> On September 5, 2017, the Department of Homeland Security (DHS) officially rescinded DACA and implemented a six month phase out process.

		Ethnicity			
		Hispanic/Latino	Asian/Pacific Islander	Others	Total
ICP's Helpfulness	Very well	58	7	1	66
		87.9%	10.6%	1.5%	100.0%
	Somewhat well	11	3	0	14
		78.6%	21.4%	0.0%	100.0%
	Not so well	2	0	0	2
		100.0%	0.0%	0.0%	100.0%
	Not sure/neutral	2	0	0	2
		100.0%	0.0%	0.0%	100.0%
Total	73	10	1	84	
	86.9%	11.9%	1.2%	100.0%	

Table 10: Crosstabulation between ICP's helpfulness and its clients' ethnicity

As shown in Table 10, among the clients who felt that ICP had helped them very well, 87.9 percent of them were of Hispanic/Latino ethnicity, 10.6 percent of them were Asian/Pacific Islanders and 1.5 percent belonged to other ethnic groups. None of ICP's clients were of Native American, African American, and Caucasian ethnicities.

The chi-square analysis for this data set yields a Pearson chi-squared value of 2.107. The significance value was calculated to be .910; since statistically significant data sets are defined by significant values lower than .05, this analysis indicates there is no statistical correlation between ICP's helpfulness and its clients' ethnicity.

		Age				Total
		18 - 29	30 - 39	40 - 49	50 and above	
ICP's Helpfulness	Very well	33	9	10	14	66
		50.0%	13.6%	15.2%	21.2%	100.0%
	Somewhat well	6	3	2	3	14
		42.9%	21.4%	14.3%	21.4%	100.0%
	Not so well	1	1	0	0	2
		50.0%	50.0%	0.0%	0.0%	100.0%
	Not sure/neutral	0	0	2	0	2
		0.0%	0.0%	100.0%	0.0%	100.0%
Total	40	13	14	17	84	
	47.6%	15.5%	16.7%	20.2%	100.0%	

Table 11: Crosstabulation between ICP's helpfulness and clients' age range

As shown in Table 11, there were 66 people out of 84 that felt that ICP had helped them very well. Among them, 50 percent were aged between 18 and 29 years old, 13.6 percent between 30 and 39 years old, 15.2 percent between 40 and 49 years old, and 21.2 percent were aged 50 and above. There were 14 people who felt that ICP's services was somewhat well, two people who felt ICP was not helpful, and two people who had no comment.

The chi-square analysis for this data yielded a Pearson chi-squared value of 13.07. The significance value was calculated to be .159, which indicates that the correlation between ICP's helpfulness and its clients' age range is not statistically significant (.159>.05).

		Income			
		Less than \$24,999	\$25,000 to \$49,999	\$50,000 to \$99,999	Total
ICP's Helpfulness	Very well	33	24	9	66
		50.0%	36.4%	13.6%	100.0%
	Somewhat well	9	2	3	14
		64.3%	14.3%	21.4%	100.0%
	Not so well	1	0	1	2
		50.0%	0.0%	50.0%	100.0%
	Not sure/neutral	1	1	0	2
		50.0%	50.0%	0.0%	100.0%
Total		44	27	13	84
		52.4%	32.1%	15.5%	100.0%

Table 12: Crosstabulation between ICP's helpfulness and clients' income level

As shown in Table 12, 52.4 percent of the clients who filled out the survey had an annual income of \$24,999 or less, 32.1 percent had an annual income between \$25,000 and \$49,999, and 15.5 had an annual income between \$50,000 and \$99,999. No clients had an annual income of \$100,000 or more. Among the clients who felt that ICP had helped them very well, 50 percent had a yearly income of \$24,999 or less, 36.4 percent a yearly income between \$25,000 and \$49,999 per annum and 13.6 percent a yearly income between \$50,000 and \$99,999.

The chi-squared analysis for this data yields a Pearson chi-squared value of 5.365, with a significance value of .498, indicating that the correlation between ICP's helpfulness and client income level is not statistically significant (.498>0.05).

Overall, this study therefore shows that there is no correlation between ICP's helpfulness and clients' demographic criteria, which include the ethnicity, age, and annual household income. Additionally, many comments from the survey were positive. A female

client said that ICP was a very good and helpful program, and that she was very thankful to the staff. According to immigration specialist Ms. Glenda Solis, the ICP team has always held on to one goal, which is not to turn away any clients. The team tries to assist as many clients as possible, regardless of their background.

### 3. Does ICP succeed in providing quality immigration legal services to its clients?

The survey asked about the ease of communication with ICP as well as the main challenges faced by clients when dealing with ICP.

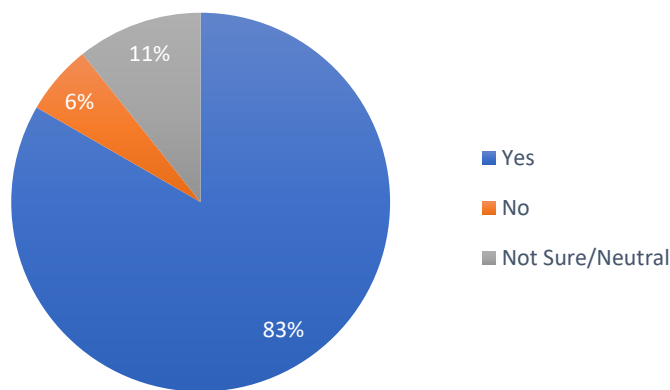


Figure 9: Clients' opinions on whether they think it is easy to contact ICP

Figure 9 above illustrates clients' opinions about the ease of contacting ICP. Overall, 83 percent of them agreed that it was easy to contact ICP, 11 percent were neutral, and six percent of the clients reported difficulty. In addition, a number of clients' comments in the open-ended question at the end of the survey explicitly mentioned that ICP staff members were very responsive and that it was easy to reach the program's staff members.

		Responses		Percent of Cases
		N	Percent	
Challenges	Lack of information on application / procedures	11	12.0%	13.1%
	Understanding the forms	12	13.0%	14.3%
	Too much documentation / difficulty of the entire process	7	7.6%	8.3%
	The waiting processes	16	17.4%	19.0%
	Collecting all the documents needed	12	13.0%	14.3%
	English proficiency	2	2.2%	2.4%
	Not sure / neutral	16	17.4%	19.0%
	Others	16	17.4%	19.0%
Total		92	100.0%	109.5%

Table 13: Challenges faced by clients when dealing with immigration process

Table 13 above illustrates the challenges faced by clients when dealing with the immigration process. In the survey, each client typically listed more than one type of challenge. Out of 84 clients, 16 indicated that the waiting time for the different applications and petition processes when dealing with USCIS was the toughest challenge (13.1 percent of all respondents and 12 percent of all challenges). This highlights how much immigration legal processes and their associated processing times affect both ICP's clients and staff members. According to Ms. Jenkins, these includes all types of applications or cases involving specific procedures, such as screening and paperwork processes.

Interestingly, English proficiency was the least mentioned among all challenges, at 2.4 percent of all respondents and 2.2 percent of all challenges. This highlights how prepared ICP is to help clients who cannot speak English fluently; in particular, ICP has a sufficient number of Spanish-speaking immigration specialists who are able to help the Spanish-speaking clients who constitute 85 percent of all ICP's clients (Figure 7).

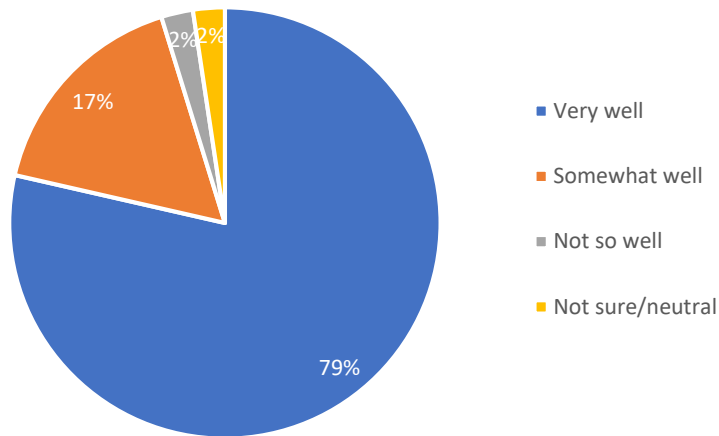


Figure 10: Clients' opinions on how well ICP helps them to deal with immigration problems

According to Figure 10, out of the 84 clients surveyed, 79 percent of them think that ICP is very helpful with assisting them dealing with immigration problems. In addition, 17 percent of them judge ICP's helpfulness as moderate, while two percent of them felt ICP's services were not good, and two percent of the clients had no opinion.

Clients' opinions	Yes	No	Not sure/neutral
Does the ICP staff treat you with respect and courtesy?	82 (98%)	1 (1%)	1 (1%)
Do you feel safe and comfortable discussing immigration problems or concerns with ICP?	82 (99%)	1 (1%)	0 (0%)

Table 14: Clients' opinions on how they felt when getting assistance from ICP

Table 14 displays the clients' opinions about being respected and feeling safe at ICP. It shows that 98 percent of the clients felt they were respected by ICP staff, and that 99 percent of them felt safe when they discussed immigration problems or concerns with ICP. This highlights the very positive opinions that clients have about ICP staff members, and shows that its immigration specialists are respectful and treat their clients with care and concern.



4. To what extent are clients satisfied with ICP's assistance?

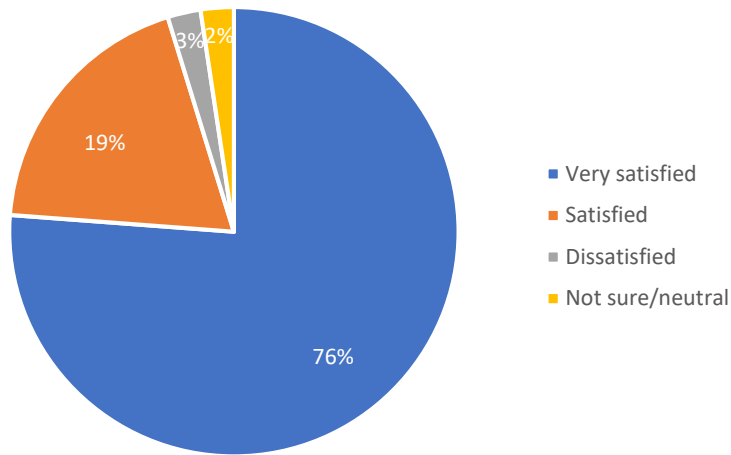


Figure 11: Percentage of ICP clients' satisfaction

Figure 11 shows that 76 percent of ICP clients were very satisfied with ICP's services, 19 percent were satisfied, three percent were dissatisfied, and two percent had no comment. In other words, 95 percent of ICP's clients approached were satisfied with the program's services.

4.1. What are the challenges/problems faced by clients when seeking ICP's assistance?

The research study also gathered suggestions from clients about how to improve the program and ICP's overall performance. To this purpose, the survey included an open-ended question in order for ICP to better understand its clients' experiences and the things they valued. Based on the responses, the majority of clients were satisfied by the program and its services, and felt like they were helped to solve their immigration-related issues. Some clients also gave constructive comments about their problems when dealing with ICP. For example, some clients said that their experience with ICP could have been improved if ICP hired more staff members and attorneys. Other clients suggested that ICP should disseminate information about their services more widely, for example through the use of social media platforms. Finally, some

clients recommended that ICP should extend their working hours, since currently ICP opens from Monday through Thursday, from 10 am to 6 pm; the main reason is because these clients felt that it was inconvenient for them to take time off from work to meet with immigration specialists.

#### 4.2. Will the clients seek ICP again if they need help in the future?

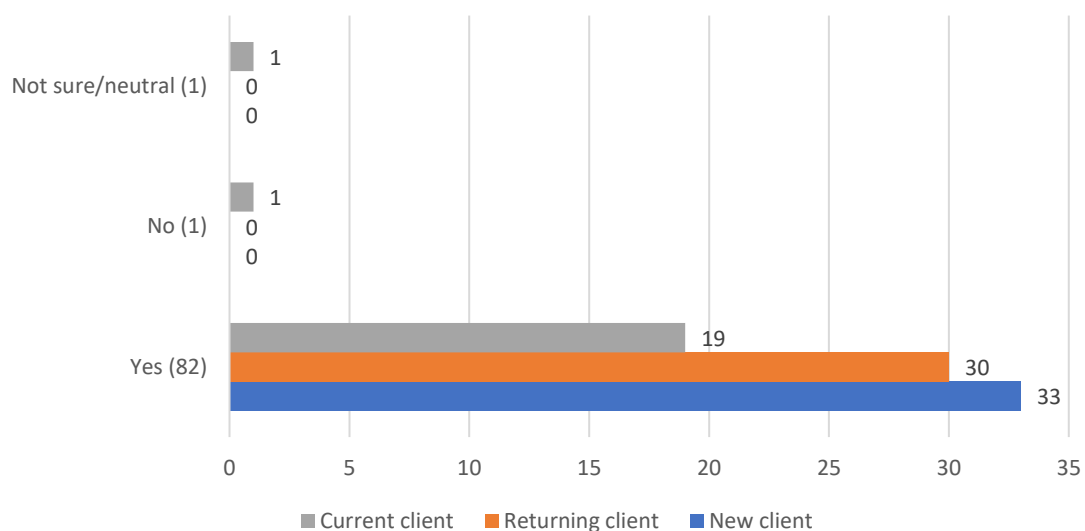


Figure 12: Clients' willingness to return to seek help from ICP in the future

Figure 12 illustrates three different categories of ICP's clients who expressed their willingness to come back and seek help again in the future: new clients, returning clients (clients that used ICP services before), and current clients (clients currently being helped by ICP). There were 82 clients who participated in the survey out of 84 said they would return to ICP if they needed help with immigration-related issues again. Out of these 82 clients, 33 were new clients, 30 were returning clients, and 19 were current clients. Only one current client commented that he/she would not return to ICP, and another current client had no comments about this question. From this figure, we can calculate that ICP has a 97.6 percent client return

rate. This highlights once again that ICP clients are generally very satisfied with the services provided and that they trust the staff members to help them.

#### *4.3. Will the clients recommend ICP to others?*

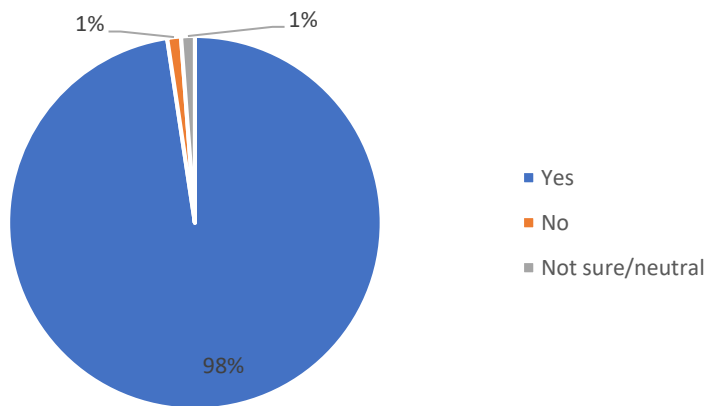


Figure 13: Clients' willingness to recommend ICP to others

The survey also asked clients about their willingness to recommend ICP to other people who may need immigration services. Figure 13 shows that 98 percent of the clients were willing to recommend ICP to others, while only one percent of them said they would not recommend ICP, and one percent had no comments. Therefore, a large majority of ICP clients would recommend ICP's services to others around them, which highlights again that ICP provides quality immigration assistance services, thanks to staff members that clients trust.

## **Section 5: Analysis**

The main purpose of this study was to evaluate the effectiveness of ICP by interpreting data collected about the program. These data were based on questions asked directly to some of ICP's management staff (service providers) as well as to ICP clients (service receivers) to know about their opinion; the data collection was mainly based on three sources: ICP records, semi-structured interviews, and client surveys. The obtained data were analyzed with the objective of answering the research questions asked in Section 3.1.

The first question focused on the program implementation. Therefore, the data were first analyzed in order to assess whether the program had adequate staff resources to deliver its services. Throughout the period of time during which the data was collected, the number of clients who came to ICP office seeking for help and the number of cases completed by ICP reached maxima and minima at exactly opposite times. For example, in December 2017, the number of clients who came to ICP reached a minimum (177), which resulted in a maximum number of cases completed by the ICP team that same month. Meeting with clients and following-up with the completion of cases are both important during the immigration legal process. The ICP team schedules time to meet clients and to follow-up with their cases concurrently without neglecting any part of the process. However, the management staff indicated that they were aware of the importance of adequate staffing in the program, and they recently hired two people dealing with outreach as well as one additional attorney.

Secondly, this study determined what the most impactful outreach strategies were among clients. Most clients heard about ICP through word-of-mouth, mostly through their family and friends. Other outreach avenues included television/radio advertisements and

interviews, other community-based organizations in the county, as well as the distribution of flyers at churches and schools.

Thirdly, the semi-structured interviews helped determine the obstacles that the ICP staff members face in delivering immigration legal services. Surprisingly, the challenges typically thought to be faced by non-profit organizations, such as the high demand for services or insufficient funding and resources, were not on top of their list. Indeed, both the attorney and immigration specialist interviewed mentioned about the stresses faced by the ICP staff members. This stress essentially comes from the management of the staff's emotions when wishing to provide legal services to immigrants, while simultaneously recognizing that they were unable to help every client. Thus, learning stress management techniques is critical for immigration specialists who work in such an environment. Additionally, the immigration specialist also mentioned that ICP should eventually expand their services to further areas, such as the Central Valley, since some of ICP clients come all the way from distant counties of California. These clients come to ICP regardless of the long distance, because of the trust they place into ICP through the word-of-mouth from people around them.

Client demographic factors and how they affect the program's effectiveness were also included in this research study. The survey data demonstrated that ICP serves mostly clients from Hispanic/Latino ethnicity aged between 18 and 29 years old, who have some post-secondary education background, who have an annual household income of \$24,999 or lower, and who reside in Santa Clara County. Due to ICP's office location in San Jose in a neighborhood whose majority population is of Hispanic origin, it is not surprising to see that ICP's Hispanic clients are more numerous than clients from any other ethnicities by far. Additionally, the present study established that clients' ethnicity, age, or income level did not

impact ICP's effectiveness. Most clients felt that ICP helped them very well when dealing with immigration problems, regardless of their demographic factors.

This study also looked into the success of ICP while providing quality services. One of the concerns related to this question was how easy it was for the clients to contact ICP. While most clients felt it was easy to contact ICP (83 percent), about six percent of clients felt it was difficult. The team has one administrative staff member whose main tasks are to answer phone calls and emails from clients, and to attend to clients who walk into the office. However, one person only to perform these tasks may not be enough, because she cannot be at her desk answering calls or emails when she helps clients who are walking in. This highlights an understaffing problem at ICP.

Another point that arose from this study was that the toughest challenge and main frustration faced by ICP's clients was the long waiting times associated with immigration processes. ICP management explained that this was an unavoidable and unpredictable part of the process, and that waiting times were different from one case to another. Another challenge usually faced by clients seeking immigration help is their English proficiency, but in the case of ICP this is not the biggest issue, since ICP staff includes immigration specialists who are able to speak Spanish and therefore communicate easily with the majority of their Hispanic clients. In general, the study established that ICP was doing very well to help its clients deal with immigration problems, treat them respectfully and make them feel safe to talk about their concerns with immigration specialists.

The last important point this study wanted to address was about ICP's clients' satisfaction about the program. This could be determined mostly from the client surveys, although the information obtained from the semi-structured interview allowed us to correlate

clients' opinions with actual data. Some clients suggested that ICP should extend their daily office hours, which includes opening on Friday or even on weekends, so that they would be able to go to ICP without taking any time off from work. As mentioned by the supervising attorney Jessica Jenkins, the main reason why the ICP team decided to open their doors to clients only four days a week rather than five was because the team needs at least one day per week (in this case, Friday) to follow up on their clients' cases, and to handle the associated paper work. Additionally, clients also hoped that ICP would expand marketing strategies to promote ICP. According to ICP's Director Monica Limas, ICP has placed more efforts into outreach in the recent years, by creating a new website, updating their information online, hiring two outreach staff members in 2017, as well as collaborating with other non-profit organizations on campaigns. She wishes to see these efforts result into reaching out to more people that may need their assistance. Finally, the study established that a large majority (95 percent) of clients were satisfied with ICP's services, that they would contact ICP again in the future if they need help, and that they would recommend ICP to people around them.

## **Section 6: Conclusion**

Immigration is an issue of national importance in the United States. Across the country, legal services organizations and pro-bono attorneys work hard to assist immigrants and address their needs by providing them access to competent and quality immigration legal services. All these programs are doing their best to empower immigrant rights, while facing challenges such as lack of funding, lack of resources, and ever-changing immigration policies at the same time.

Overall, ICP has made a great effort to make the quality of their service as their highest priority to gain clients' satisfaction and trust. The present study establishes that ICP understands and respects clients' needs and concerns. The positive opinions of its clients highly contribute into building trust in the program, by creating an atmosphere of strong confidence about the quality of the services ICP provides.

The client population targeted by ICP is influenced by several key factors, which includes the geographic location of ICP's office, the word-of-mouth from previous to potential clients, and the fact that ICP is a program run as a unit of CET, of which the majority of clients are of Hispanic/Latino ethnicity. Yet, these factors do not affect ICP's effectiveness in general. The only drawback of this situation is that there is not enough demand from potential clients from populations speaking other languages for ICP to justify an increase of resources toward encompassing a broader population.

In conclusion, this research study established that ICP is an effective program which provides immigration legal services to local immigrants, in particular to the Hispanic/Latino population in Santa Clara County.



## **Section 7: Appendices**

### **Appendix A: Semi-Structured Interview with ICP Director, Monica Limas**

1. From your point of view, what are the main goals and objectives of ICP?
  - a. Do you think that they reflect the needs of local communities?
  - b. Do you think ICP achieved their goals and objectives yet?
2. Do you think that local communities are aware of the ICP services?
3. What are the barriers and facilitators in running this program? How do you address these?
4. Has appropriate (different language-speaking, different background and culture) staff been recruited to handle cases?
5. Is the number of ICP staff delivering services adequate to handle the amount of cases it is assigned?
6. In what way, if any, has the training program influenced staff practices on the job?
7. Do you have any other thoughts about this evaluation?

**Appendix B: Semi-Structured Interview with ICP Supervising Attorney, Jessica Jenkins**

1. Do you think that ICP services reflects the need of local immigrants?
2. What are the challenges/problems faced by ICP when conducting screening process?
3. Do you think ICP staff are well-trained appropriately (in immigration knowledges and language competency) in providing immigration legal services?
4. In what way, if any, has the training program influenced staff practices on the job?
5. Is ICP more successful with a specific community compared with other ethnicities? Why?
6. What comments or questions do you have for this evaluation?

**Appendix C: Semi-Structured Interview with ICP Immigration Specialist, Glenda Solis**

1. How long have you been working as an immigration specialist?
2. What is your background/working experience before involving in immigration legal field?
3. What are the challenges that you face in providing immigration legal services?
4. What do you think are the most important resources/training for someone to excel in this role?
5. What would you like to tell me that you've thought about during this interview?

## Appendix D: Service Request Form



Immigration and Citizenship Program

### SERVICE REQUEST FORM / Formulario para Servicios

CET USE ONLY / Sólo para uso del CET: Date: _____					<input type="checkbox"/> Petitioner	<input type="checkbox"/> Intending Immigrant	<input type="checkbox"/> Other
Payment Amount	Receipt Number	Requested Service (s)	Case Number	Case Manager			
			Missing Info: <input type="checkbox"/> Yes <input type="checkbox"/> No				
Appointment Date	Appointment Time	Profile Created By:	Missing Info Entered By: _____				

#### 1 - CLIENT INFORMATION / Información del Cliente

☐ New Client / Cliente Nuevo ☐ Existing Client / Cliente Existente ☐ Updating Information / Actualización de Información

As listed on en Card. / Como se indica en su tarjeta de residencia.

First Name / Primer Nombre \_\_\_\_\_ Middle Name / Segundo Nombre \_\_\_\_\_ Last Name / Apellido(s) \_\_\_\_\_

Address / Dirección del hogar \_\_\_\_\_ Apt. # / Apto. # \_\_\_\_\_ City / Ciudad \_\_\_\_\_ State / Estado \_\_\_\_\_ Zip Code / Código Postal \_\_\_\_\_

Home Phone / Teléfono Residencial \_\_\_\_\_ Cell Phone / Teléfono Celular \_\_\_\_\_ Email / Correo Electrónico \_\_\_\_\_

Emergency Contact / Contacto en Caso de Emergencia \_\_\_\_\_ Phone / Teléfono \_\_\_\_\_

Can CET leave confidential messages at all the phone numbers provided above? ☐ Yes ☐ No  
¿Puede CET dejar mensajes confidenciales en todos los números de teléfono proporcionados arriba? ☐ Sí ☐ No

Gender / Sexo \_\_\_\_\_ Nationality / Nacionalidad \_\_\_\_\_ Country of Birth / País de Nacimiento \_\_\_\_\_ Date of Birth: Month / Day / Year / Fecha de Nacimiento: Mes / Día / Año \_\_\_\_\_ Language(s) Spoken / Idioma(s): \_\_\_\_\_

Ethnicity / Etnicidad ☐ Latino ☐ African American / Black / Afroamericano / Negro ☐ Pacific Islander / Islas del Pacífico ☐ White / Blanco ☐ Native American / Nativo Norteamericano ☐ Asian / Asiático ☐ Other / Otro

Do you have any relatives who have used or are currently using our services? ☐ No ☐ Yes  
¿Tiene usted parientes que estén usando o que han usado nuestros servicios? ☐ No ☐ Sí Name(s) / Nombre(s) \_\_\_\_\_

How did you hear about our agency? ☐ Family/Friends / Familiares / Amigos ☐ Television / Televisión ☐ Radio / El Radio ☐ Flyer / Folleto ☐ Internet / El Internet ☐ Other Agency / Otra Agencia

#### 2 - CURRENT IMMIGRATION STATUS / Estado de Inmigración Actual

☐ United States Citizen / Ciudadano(a) de los Estados Unidos ☐ Legal Permanent Resident (LPR) / Residente Legal Permanente ☐ Non-Immigrant Visa / Visa de No-Inmigrante ☐ Other / Otro \_\_\_\_\_

Alien # / # de Registro de Inmigrante \_\_\_\_\_ I-94 # / # de I-94 \_\_\_\_\_ Work Permit # / # de Permiso de Trabajo \_\_\_\_\_ Category / Categoría \_\_\_\_\_

Since: Month / Day / Year / Desde: Mes / Día / Año \_\_\_\_\_ Expiration Date: Month / Day / Year / Fecha de Expiración: Mes / Día / Año \_\_\_\_\_ Date of Last Entry: Month / Day / Year / Fecha de Última Entrada: Mes / Día / Año \_\_\_\_\_ Place of Entry / Lugar de Entrada \_\_\_\_\_



Immigration and Citizenship Program

**SERVICE REQUEST FORM / Formulario para Servicios**

**3 - INCOME & EDUCATION / Ingresos y Educación**

Family Income (Gross) per Month  
Ingreso Familiar (en Bruto) por Mes

Number of People in Household  
Número de Personas en Su Casa

Number of Children in Household  
Número de Niños en Su Casa

What is the highest level of education that you received?  
¿Cuál es el nivel más alto de estudios que ha recibido?

Are you interested in financial programs to help pay for USCIS fees?

¿Está interesado en programas financieros para ayudarle a pagar los honorarios de inmigración (USCIS)?

☐ Yes  
Sí ☐ No  
No

Would you like information about CET's job training programs?

¿Quisiera usted información sobre los programas de capacitación laboral de CET?

☐ Yes  
Sí ☐ No  
No

**4 - CLIENT'S MARITAL STATUS / Estado Civil del Cliente**

☐ Single  
Soltero(a)

☐ Married  
Casado(a)

☐ Separated  
Separado(a)

☐ Divorced  
Divorciado(a)

☐ Widowed  
Viudo(a)

Current Spouse / Esposo(a) Actual

Date of Marriage / Fecha de Matrimonio

First Name / Primer Nombre

Middle Name / Segundo Nombre

Last Name / Apellido(s)

Month / Day / Year  
Mes / Día / Año

Spouse's Immigration status (if any)?

¿Situación migratoria de esposo/a (si hay)?

**5 - CLIENT'S FAMILY / Familia del Cliente**

How many children do you have? (In the World) / ¿Cuántos hijos tienes? (En el mundo):

Are any of your children lawful permanent residents or U.S. Citizens?

¿Alguno de sus hijos es residente legal permanente o ciudadano americano?

☐ Yes  
Sí ☐ No  
No

For each child / Para cada niño:

Full Name / Nombre Completo

Age / Edad

Date of Birth: Month / Day / Year  
Fecha de Nacimiento: Mes / Día / Año

Country of Birth  
País de Nacimiento:

Full Name / Nombre Completo

Age / Edad

Date of Birth: Month / Day / Year  
Fecha de Nacimiento: Mes / Día / Año

Country of Birth  
País de Nacimiento:

Full Name / Nombre Completo

Age / Edad

Date of Birth: Month / Day / Year  
Fecha de Nacimiento: Mes / Día / Año

Country of Birth  
País de Nacimiento:

Full Name / Nombre Completo

Age / Edad

Date of Birth: Month / Day / Year  
Fecha de Nacimiento: Mes / Día / Año

Country of Birth  
País de Nacimiento:





Immigration and Citizenship Program

**SERVICE REQUEST FORM / Formulario para Servicios**

**6 - CITIZENSHIP / Ciudadanía**

I speak basic English (spoken and written) for my USCIS interview. ☐ Yes ☐ No  
*Hablo Inglés básico (hablado y escrito) suficiente para mi entrevista con USCIS. ☐ Sí ☐ No*

If NO, I have a medical problem that makes me unable to LEARN the English Language.  
*Si NO, tengo un problema médico que me impide APRENDER el idioma inglés.*

Type / Tipo

What class are you interested in participating in, if any? ☐ Citizenship ☐ English as a Second Language ☐ Tutoring  
*¿Qué clase le interesa? Ciudadanía Inglés como segunda lengua Clases de Recuperación/Tutoría*

Have you applied for Citizenship before? ☐ Yes ☐ No Year? \_\_\_\_\_ At CET? ☐ Yes ☐ No  
*¿Ha solicitado anteriormente la Ciudadanía? Sí No ¿Año? ¿En CET? Sí No*

☐ No When do you expect to apply? \_\_\_\_\_  
*No ¿Cuándo piensa aplicar?*

**7 - CLIENT'S QUESTION / Pregunta del Cliente**

Briefly State Your Question / Brevemente Escriba Su Pregunta

I declare that the above information is true and correct to the best of my knowledge. I will give all necessary information to CET ICP to evaluate my eligibility for services. I understand that services (legal assistance, classes, or other services) will be offered to me based on CET ICP availability and my eligibility. I understand CET ICP may share part or my entire personal information to funding entities for reporting purposes or to seek the legal advice from an expert; CET ICP will not be distributed to unauthorized personnel or organizations. I hereby authorize CET ICP the use and reproduce all photographs and/or other audio visual materials taken of me/my son/my daughter/my ward, for promotional printed material, educational activities, exhibitions, or for any other use for the benefit of the program.

*Declaro que la información anterior es verdadera y correcta a lo mejor de mi conocimiento. Daré toda la información necesaria a CET ICP para evaluar mi elegibilidad de servicios. Entiendo que los servicios (ayuda legal, clases, u otros servicios) serán ofrecidos a mí basados en la disponibilidad de CET ICP y mi elegibilidad. Yo comprendo que CET ICP puede compartir mi información personal en parte o entera a entidades de financiamiento para producir reportes o buscar el consejo legal de un experto. CET ICP se asegurará de que la información no será distribuido a personas u organizaciones que no estén autorizados. Autorizo a CET ICP el uso y reproducción de todas las fotografías u otros materiales de audio visuales tomados de mi hijo/a mi hijo u de mi misma, para materiales de promoción, actividades educativas, exposiciones, o para cualquier otro uso para beneficio del programa.*

Signature / Firma

Date / Fecha

**CET USE ONLY / Sólo par uso del CET:**

Additional Notes

Revised: 07/2016



• 701 Vine Street, Room 115, San Jose, CA 95110 • Office: 408.534.5451 • [www.cet-icp.org](http://www.cet-icp.org)

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## Appendix E: Immigration Consultation Form



### Immigration and Citizenship Program

#### **IMMIGRATION CONSULTATION INTAKE FORM**

Date: \_\_\_\_\_ Client name \_\_\_\_\_

Client A#: \_\_\_\_\_ Client DOB: \_\_\_\_\_

Is client inquiring about his/her own immigration situation? ☐ Yes ☐ No

If not, who is the question regarding? \_\_\_\_\_

Name: \_\_\_\_\_ DOB: \_\_\_\_\_

Relationship to client: \_\_\_\_\_ Their A#:(if any) \_\_\_\_\_

NOTE: 1) Answer ALL questions– do not skip them!  
2) The questions below should be answered as best as possible for the “intending immigrant,” even if he/she is not present. If the questions may be relevant to more than one “client” in a family, answer them for both & indicate which is which (i.e, “for H” (husband) “for W” (wife), “for Maria,” and for both,” etc.).

In brief, client's immigration question is:

#### **INTENDING IMMIGRANT'S PRESENT STATUS**

Town of Birth: \_\_\_\_\_ Country of Birth: \_\_\_\_\_

Client's Marital Status: ☐ Single ☐ Married ☐ Divorced ☐ Separated ☐ Widowed

Client's current immigration status:

<input type="checkbox"/> US Citizen	<input type="checkbox"/> Asylee/Refugee
<input type="checkbox"/> Legal permanent resident	<input type="checkbox"/> Temporary Protected Status (TPS)
<input type="checkbox"/> Client has no status	<input type="checkbox"/> Deferred Action
<input type="checkbox"/> Other: _____	



**INTENDING IMMIGRANT'S FAMILY:**

**SPOUSE/PARTNER IS:**

- |   |   |
|---|---|
| <input type="checkbox"/> US Citizen               | <input type="checkbox"/> Asylee/Refugee                   |
| <input type="checkbox"/> Legal permanent resident | <input type="checkbox"/> Temporary Protected Status (TPS) |
| <input type="checkbox"/> No status                | <input type="checkbox"/> Deferred Action                  |
| <input type="checkbox"/> Other: _____             |   |

**Name of Spouse/Partner:** \_\_\_\_\_  
**Date/Place of Present Marriage (if any):** \_\_\_\_\_

**MOTHER IS/WAS:**

- |  |   |
|--|---|
| <input type="checkbox"/> US Citizen (when did she become USC?) _____ | <input type="checkbox"/> Asylee/Refugee                   |
| <input type="checkbox"/> Legal permanent resident                    | <input type="checkbox"/> Temporary Protected Status (TPS) |
| <input type="checkbox"/> No status                                   | <input type="checkbox"/> Deferred Action                  |
| <input type="checkbox"/> Other: _____                                |   |

**FATHER IS/WAS:**

- |   |   |
|---|---|
| <input type="checkbox"/> US Citizen (when did he become USC?) _____ | <input type="checkbox"/> Asylee/Refugee                   |
| <input type="checkbox"/> Legal permanent resident                   | <input type="checkbox"/> Temporary Protected Status (TPS) |
| <input type="checkbox"/> No status                                  | <input type="checkbox"/> Deferred Action                  |
| <input type="checkbox"/> Other: _____                               |   |

*If intending immigrant's spouse, mother or father is a US Citizen or Lawful Permanent Resident:*

- Has USC spouse/parent ever been in the US military? ☐ Yes ☐ No  
- Does USC/LPR spouse/parent suffer from any disability or illness? ☐ Yes ☐ No  
if so, describe: \_\_\_\_\_

**SIBLINGS ARE:**

- |   |   |
|---|---|
| <input type="checkbox"/> US Citizen               | <input type="checkbox"/> Asylee/Refugee                   |
| <input type="checkbox"/> Legal permanent resident | <input type="checkbox"/> Temporary Protected Status (TPS) |
| <input type="checkbox"/> No status                | <input type="checkbox"/> Deferred Action                  |
| <input type="checkbox"/> Other: _____             |   |

**GRANDPARENTS ARE/WERE:**

- |   |   |
|---|---|
| <input type="checkbox"/> US Citizen               | <input type="checkbox"/> Asylee/Refugee                   |
| <input type="checkbox"/> Legal permanent resident | <input type="checkbox"/> Temporary Protected Status (TPS) |
| <input type="checkbox"/> No status                | <input type="checkbox"/> Deferred Action                  |
| <input type="checkbox"/> Other: _____             |   |

**OTHER RELATIVES, ESPECIALLY IN-LAWS:**

- |   |   |
|---|---|
| <input type="checkbox"/> US Citizen               | <input type="checkbox"/> Asylee/Refugee                   |
| <input type="checkbox"/> Legal permanent resident | <input type="checkbox"/> Temporary Protected Status (TPS) |
| <input type="checkbox"/> No status                | <input type="checkbox"/> Deferred Action                  |
| <input type="checkbox"/> Other: _____             |   |

**Notes:**



**INTENDING IMMIGRANT'S CHILDREN:**

1. NAME: \_\_\_\_\_ DATE OF BIRTH: \_\_\_\_\_  
PLACE OF BIRTH: \_\_\_\_\_  
☐ US Citizen ☐ Asylee/Refugee  
☐ Legal permanent resident ☐ Temporary Protected Status (TPS)  
☐ No status ☐ Deferred Action  
☐ Other: \_\_\_\_\_

2. NAME: \_\_\_\_\_ DATE OF BIRTH: \_\_\_\_\_  
PLACE OF BIRTH: \_\_\_\_\_  
☐ US Citizen ☐ Asylee/Refugee  
☐ Legal permanent resident ☐ Temporary Protected Status (TPS)  
☐ No status ☐ Deferred Action  
☐ Other: \_\_\_\_\_

3. NAME: \_\_\_\_\_ DATE OF BIRTH: \_\_\_\_\_  
PLACE OF BIRTH: \_\_\_\_\_  
☐ US Citizen ☐ Asylee/Refugee  
☐ Legal permanent resident ☐ Temporary Protected Status (TPS)  
☐ No status ☐ Deferred Action  
☐ Other: \_\_\_\_\_

4. NAME: \_\_\_\_\_ DATE OF BIRTH: \_\_\_\_\_  
PLACE OF BIRTH: \_\_\_\_\_  
☐ US Citizen ☐ Asylee/Refugee  
☐ Legal permanent resident ☐ Temporary Protected Status (TPS)  
☐ No status ☐ Deferred Action  
☐ Other: \_\_\_\_\_

5. NAME: \_\_\_\_\_ DATE OF BIRTH: \_\_\_\_\_  
PLACE OF BIRTH: \_\_\_\_\_  
☐ US Citizen ☐ Asylee/Refugee  
☐ Legal permanent resident ☐ Temporary Protected Status (TPS)  
☐ No status ☐ Deferred Action  
☐ Other: \_\_\_\_\_

6. NAME: \_\_\_\_\_ DATE OF BIRTH: \_\_\_\_\_  
PLACE OF BIRTH: \_\_\_\_\_  
☐ US Citizen ☐ Asylee/Refugee  
☐ Legal permanent resident ☐ Temporary Protected Status (TPS)  
☐ No status ☐ Deferred Action  
☐ Other: \_\_\_\_\_

*If any of intending immigrant's children are US Citizens:*

- Has USC child ever been in the US military? ☐ Yes ☐ No  
- Does USC child suffer from any physical/mental disability or illness? ☐ Yes ☐ No  
if so, describe: \_\_\_\_\_

**Prior Applications for Immigration Benefits:**

Has the client ever filed an application for immigration benefits with USCIS? ☐ Yes ☐ No  
Has anyone ever filed a petition on his/her behalf? ☐ Yes ☐ No

If so, what type of application(s)/petition(s) were filed? (check all that apply)

- |  |   |
|--|---|
| <input type="checkbox"/> Family based petition (I-130) | <input type="checkbox"/> Family Unity                           |
| <input type="checkbox"/> Asylum                        | <input type="checkbox"/> Temporary Protected Status (TPS)       |
| <input type="checkbox"/> Amnesty                       | <input type="checkbox"/> Deferred Action for Childhood Arrivals |
| <input type="checkbox"/> SAW ("por el campo")          | <input type="checkbox"/> Cancellation or suspension of removal  |
| <input type="checkbox"/> Other: _____                  |   |

When/where was the application submitted? \_\_\_\_\_  
What was the outcome? \_\_\_\_\_

**DACA eligibility:**

**ONLY IF client is at least 15 years old now:**

- |   |  |
|---|--|
| - Did client enter the United States prior to age 16?   | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| - Has client been continuously present in the United States since <del>January 1, 2010</del> <sup>June 15, 2007</sup> ? | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| - Was client out of status/undocumented on June 15, 2012?   | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| - Has client completed high school, GED OR is client enrolled in school now?  | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| - Has client been convicted of any crimes?*   | <input type="checkbox"/> Yes <input type="checkbox"/> No |
- \*(explain on page 7) \_\_\_\_\_

**DAPA eligibility:**

**ONLY IF client has USC or LPR children born on or before Nov. 20, 2014:**

- |  |  |
|--|--|
| - Has client been continuously present in the United States since January 1, 2010? | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| - Was client physically present in the US on Nov. 20, 2014?                        | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| - Was client out of status/undocumented on Nov. 20, 2014?                          | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| - Has client been convicted of any crimes?*  | <input type="checkbox"/> Yes <input type="checkbox"/> No |
- \*(explain on page 7) \_\_\_\_\_

**Asylum and Hardship Factors:**

**What was the client's reasons for leaving his/her country of origin? (check all that apply)**

- |   |   |
|---|---|
| <input type="checkbox"/> Economic reasons | <input type="checkbox"/> To join family         |
| <input type="checkbox"/> Fear for safety  | <input type="checkbox"/> Other (explain): _____ |

**Does the client fear for her safety if she were to return now to country of origin?** ☐ Yes ☐ No  
**If yes, why?** (check all that apply; use additional space to explain on page 8)

- |   |   |
|---|---|
| Persecution because of:                     | <input type="checkbox"/> Fear of war or violent conflict in country of origin |
| <input type="checkbox"/> Political opinions | <input type="checkbox"/> Fear of retaliation from prior perpetrator of abuse  |
| <input type="checkbox"/> Race or ethnicity  | <input type="checkbox"/> Gender or sexual orientation                         |
| <input type="checkbox"/> Religion           | <input type="checkbox"/> Other: _____   |

### **ELIGIBILITY FOR VAWA AND U VISA**

Has the client ever suffered domestic violence (DV) or child abuse? ☐ Yes ☐ No

Have any of the client's immediate relatives suffered DV or child abuse? ☐ Yes ☐ No

Have the client or any of his/her immediate relatives ever been the victim of any other serious crime, mistreatment or child abuse? ☐ Yes ☐ No

If yes, who was the perpetrator of the crime (if known)? \_\_\_\_\_

If the perpetrator was the victim's relative, is he/she a USC or LPR? ☐ Yes ☐ No

Was a report ever made to the police or any other law enforcement authority? ☐ Yes ☐ No

Was the crime prosecuted by the district attorney's office (if known)? ☐ Yes ☐ No

Did the victim of the crime provide information to officials investigating the crime? ☐ Yes ☐ No

Please briefly describe: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

### **INTENDING IMMIGRANT'S ENTRIES AND EXITS INTO/OUT OF USA**

Client **first** entered the US on (approx date): \_\_\_\_\_

Port of Entry/Where: \_\_\_\_\_

Client entered how: ☐ without inspection/EWI  
☐ with a visa (indicate type & dates) \_\_\_\_\_

**Since the first entry**, client has left the US (check one): ☐ never ☐ once ☐ multiple times

If client has ever left the US since first entry, list the approx. dates of EVERY departure & return:

1. Left on (Month/Year): \_\_\_\_\_ Returned on (month/year): \_\_\_\_\_  
Port of Entry/Where: \_\_\_\_\_

Entered how: ☐ without inspection/EWI  
☐ with a visa (type & dates) \_\_\_\_\_  
Negative contact with CBP? ☐ Yes ☐ No

2. Left on (Month/Year): \_\_\_\_\_ Returned on (month/year): \_\_\_\_\_  
Port of Entry/Where: \_\_\_\_\_

Entered how: ☐ without inspection/EWI  
☐ with a visa (type & dates) \_\_\_\_\_  
Negative contact with CBP? ☐ Yes ☐ No

**ENTRIES AND EXITS (CONT'D)**

3. Left on (Month/Year): \_\_\_\_\_ Returned on (month/year): \_\_\_\_\_  
Port of Entry/Where: \_\_\_\_\_

Entered how: ☐ without inspection/EWI  
☐ with a visa (type & dates) \_\_\_\_\_  
Negative contact with CBP? ☐ Yes ☐ No

4. Left on (Month/Year): \_\_\_\_\_ Returned on (month/year): \_\_\_\_\_  
Port of Entry/Where: \_\_\_\_\_

Entered how: ☐ without inspection/EWI  
☐ with a visa (type & dates) \_\_\_\_\_  
Negative contact with CBP? ☐ Yes ☐ No

**Prior Contact with Immigration Enforcement:**

Has the client ever been detained by immigration (ICE) or border patrol (CBP)? ☐ Yes ☐ No

If so, list every contact with ICE or CBP, including those mentioned in the entry/exit section above. Indicate if fingerprints were taken, false documents presented, if signed or given any papers, how long detention lasted, if client saw a judge, if they gave real or fake name.

1. When? \_\_\_\_\_ Where? \_\_\_\_\_  
What happened? \_\_\_\_\_

2. When? \_\_\_\_\_ Where? \_\_\_\_\_  
What happened? \_\_\_\_\_

3. When? \_\_\_\_\_ Where? \_\_\_\_\_  
What happened? \_\_\_\_\_

Has the client ever been ordered to appear in court before an immigration judge? ☐ Yes ☐ No

When? \_\_\_\_\_ Where? \_\_\_\_\_

What happened? \_\_\_\_\_

Has the client ever been ordered deported or given voluntary departure? ☐ Yes ☐ No

When? \_\_\_\_\_ Where? \_\_\_\_\_

What happened? \_\_\_\_\_



**Prior Contact with Law Enforcement**

Has the client ever been arrested?

☐ Yes ☐ No

1. When? \_\_\_\_\_ Where? \_\_\_\_\_

What happened? \_\_\_\_\_

2. When? \_\_\_\_\_ Where? \_\_\_\_\_

What happened? \_\_\_\_\_

3. When? \_\_\_\_\_ Where? \_\_\_\_\_

What happened? \_\_\_\_\_

Has the client ever been accused of (charged with) committing a crime?

☐ Yes ☐ No

1. When? \_\_\_\_\_ Where? \_\_\_\_\_

What happened? \_\_\_\_\_

2. When? \_\_\_\_\_ Where? \_\_\_\_\_

What happened? \_\_\_\_\_

3. When? \_\_\_\_\_ Where? \_\_\_\_\_

What happened? \_\_\_\_\_

**Additional notes:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

## Appendix F: Naturalization Intake Form



Immigration and Citizenship Program

### NATURALIZATION INTAKE/Formulario para Naturalización

<b>CET USE ONLY / Sólo para uso del CET:</b> Date: _____		Case Number _____	Case Manager _____
Ready to Naturalize:			
<input type="checkbox"/> Yes	N-400 Appointment Date _____	Appointment Time _____	Payment Amount _____ Receipt Number _____
<input type="checkbox"/> Yes, but need time for	Situation / Circumstance _____		Estimated Ready Date _____
<input type="checkbox"/> No, Legal Issue	Group Processing Date _____	Appointment Time _____	Payment Amount _____ Receipt Number _____
<input type="checkbox"/> Not Interested in Applying			
Eligible for Financial Programs: <input type="checkbox"/> Fee Waiver			
Potential Conflict? <input type="checkbox"/> Yes <input type="checkbox"/> No	Referred Out: <input type="checkbox"/> Yes <input type="checkbox"/> No	Entered in INSZoom By: _____	

#### N-600 ELIGIBILITY / Elegibilidad

- |                          |                          |   |
|--------------------------|--------------------------|---|
| Yes                      | No                       |   |
| <input type="checkbox"/> | <input type="checkbox"/> | (1) Are/Were either of your parents ever US Citizens?             |
|                          |                          | <i>¿Son/eran sus padres ciudadanos de los EE.UU.?</i>             |
| <input type="checkbox"/> | <input type="checkbox"/> | (2) If so, when did your US Citizen parent/s become a US citizen? |
|                          |                          | <i>¿Si es así, cuando ganó/ganaron ciudadanía?</i>                |
|                          |                          | Date/fecha: _____   |

#### TRAVEL OUTSIDE THE UNITED STATES / Viajes fuera de Los Estados Unidos

- |                          |                          |  |
|--------------------------|--------------------------|--|
| Yes                      | No                       |  |
| <input type="checkbox"/> | <input type="checkbox"/> | (3) Have you made trips outside the United States for more than six (6) months?                                      |
|                          |                          | <i>¿Ha hecho viajes fuera de los Estados Unidos por más de seis (6) meses?</i>                                       |
| <input type="checkbox"/> | <input type="checkbox"/> | (4) Have you moved to another country with the intention of not returning to the U.S.?                               |
|                          |                          | <i>¿Se ha trasladado usted a otro país con la intención de no volver?</i>  |
| <input type="checkbox"/> | <input type="checkbox"/> | (5) Have you lived more time in another country than in the U.S. since becoming an LPR?                              |
|                          |                          | <i>¿Ha vivido usted más tiempo en otro país que en los Estados Unidos desde que obtuvo su tarjeta de residencia?</i> |

#### PRIOR IMMIGRATION BENEFITS/ Beneficios de Inmigración Previo

- |                          |                          |   |
|--------------------------|--------------------------|---|
| Yes                      | No                       |   |
| <input type="checkbox"/> | <input type="checkbox"/> | (6) Have you been denied or had to withdraw a previously submitted naturalization application?  |
|                          |                          | <i>¿Le ha negado o ha retirado usted alguna solicitud de naturalización anteriormente sometida a inmigración?</i>                           |
| <input type="checkbox"/> | <input type="checkbox"/> | a. If so, was your naturalization application denied because you didn't know enough English or because you failed your Civics test?         |
|                          |                          | <i>¿Si es así, fue negada su solicitud de naturalización porque usted no habla suficiente inglés o falló la prueba de educación cívica?</i> |
|                          |                          | (7) On what basis did you get your green card? (Ex: marriage to a USC, refugee, etc.)   |
|                          |                          | <i>¿Cómo recibió su tarjeta de residencia? (matrimonio a un/a ciudadano/a, refugio etc.)</i>  |



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NATURALIZATION INTAKE FORM

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Yes      No  
☐      ☐

- a. If you got your green card through asylum, have you ever traveled back to your home country since then?  
*¿Si recibió su tarjeta de residencia por asilo, ha viajado de regreso a su país de origen?*
- ☐      ☐ (8) Did you lie or commit fraud in order to get your green card (Ex: false marriage\*)?  
*¿Mintió o cometió fraude para obtener su tarjeta de residencia?*
- ☐      ☐ (9) Were you or your spouse married to more than one person at the same time?  
*¿Fueron usted o su cónyuge casados con más de una persona al mismo tiempo?*
- ☐      ☐ (10) Have you ever filed an I-130 petition for a family member? (If so, who and when?)  
*¿Ha presentado I-130 petición para un miembro de familia? (¿Si es así, quién y cuándo?)*

**NEGATIVE CONTACT WITH IMMIGRATION/ Contacto negativo con inmigración**

Yes      No  
☐      ☐

- (11) Are you now in deportation or removal proceedings (had to appear before an immigration judge)?  
*¿Está ahora en proceso de deportación o medidas de retiro (tuvo que aparecer antes un juez de inmigración)?*
- ☐      ☐ (12) Have you previously been in deportation or removal proceedings?  
*¿Ha estado usted en algún proceso de deportación o medidas de retiro?*
- ☐      ☐ (13) Have you been stopped, detained, or come into contact with an immigration officer that had negative consequences (even if incident happened before obtaining your green card)?  
*¿Ha sido detenido, encarcelado, o ha tenido contacto con un oficial de inmigración y que resulto en consecuencia negativas (incluso el incidente ocurrió antes de obtener su tarjeta de residencia)?*

**CONTACT WITH LAW ENFORCEMENT / Contacto con la policía**

Yes      No  
☐      ☐

- (14) Have you ever had negative contact with the police?  
*¿Alguna vez ha tenido contacto negativo con la policía?*
- ☐      ☐ a. If yes how many times? *Si si cuántas veces?* \_\_\_\_\_
- ☐      ☐ b. Were you placed in the back of a police car?  
*¿Ha estado usted sentado en el asiento detrás en un coche de la policía?*
- ☐      ☐ c. Did you have to appear in court due to contact with the police?  
*¿Ha tenido presentarse a una corte debido al contacto con policía?*
- ☐      ☐ d. Have you ever been on probation or had to do community service due to contact with the police?  
*¿Ha estado alguna vez en periodo de prueba o tuvo que hacer servicio comunitario debido al contacto con la policía?*
- ☐      ☐ (15) Have you ever been arrested or convicted of a crime?  
*¿Ha sido detenido o condenado por algún delito?*



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- | Yes                      | No                       |  |
|--------------------------|--------------------------|--|
| <input type="checkbox"/> | <input type="checkbox"/> | (16) Are you on probation or parole for a criminal conviction?<br><i>¿Está usted en periodo de prueba o libertad condicional por culpabilidad de algún delito?</i>                           |
| <input type="checkbox"/> | <input type="checkbox"/> | (17) Do you CURRENTLY have any unpaid parking tickets/traffic citations?<br><i>¿Tiene usted actualmente alguna multa tránsito sin pagar?</i>   |
| <input type="checkbox"/> | <input type="checkbox"/> | (18) Have you ever been charged with domestic violence, child abuse, or child neglect?<br><i>¿Ha sido acusado de cometer violencia doméstica, maltrato de niños, o negligencia de niños?</i> |
| <input type="checkbox"/> | <input type="checkbox"/> | (19) Have you ever been charged with selling drugs or being under the influence of drugs?<br><i>¿Ha sido acusado de vender drogas o de estar bajo la influencia de drogas?</i>               |
| <input type="checkbox"/> | <input type="checkbox"/> | (20) Have you ever been arrested for or been charged with prostitution?<br><i>¿Alguna vez ha sido detenido o recibió cargos por prostitución?</i>  |

ADDITIONAL QUESTIONS / Preguntas Adicionales

- | Yes                      | No                       |  |
|--------------------------|--------------------------|--|
| <input type="checkbox"/> | <input type="checkbox"/> | (21) Are you a man who was in the US between ages 18-26 and did NOT register for the Selective Service? <i>Es usted un hombre que estaba en los EEUU entre las edades de 18 a 26 años y no se registró en el Servicio Selectivo?</i><br>IF YES, why did you fail to register? / <i>¿Por qué dejó usted de registrarse?</i> |
| <input type="checkbox"/> | <input type="checkbox"/> | (22) Have you made any misrepresentation to obtain any public benefit in the United States?*   |
| <input type="checkbox"/> | <input type="checkbox"/> | <i>¿Ha hecho alguna falsificación para obtener cualquier beneficio público en los EEUU?</i>  |
| <input type="checkbox"/> | <input type="checkbox"/> | (23) Have you left the country for 30 days or more while receiving public benefits?<br><i>¿Ha salido fuera del país durante 30 días o más mientras recibía beneficios públicos?</i>  |
| <input type="checkbox"/> | <input type="checkbox"/> | (24) Have you ever failed to support children or pay alimony, even if your children live outside the U.S.? <i>Ha fallado de pagar o debe manutención para sus hijos?</i><br>a. If so, are you on a payment plan? / <i>¿Está usted en un plan de pago?</i>  |
| <input type="checkbox"/> | <input type="checkbox"/> | (25) Have you ever claimed to be a U.S. citizen, voted, or registered to vote in the U.S.?*<br><i>¿Ha declarado alguna vez ser un ciudadano de los Estados Unidos?</i>   |
| <input type="checkbox"/> | <input type="checkbox"/> | (26) Have you failed to file any taxes or do you owe back taxes?*  |
|                          |                          | a. Are you on a payment plan? / <i>¿Está usted en un plan de pago?</i>   |

INVOLVEMENT WITH ORGANIZATIONS / Participación con organizaciones

- | Yes                      | No                       |   |
|--------------------------|--------------------------|---|
| <input type="checkbox"/> | <input type="checkbox"/> | (27) Have you ever been associated in any way with terrorist organizations? (some gangs and communist parties are considered terrorist organizations)<br><i>¿Ha sido asociado de cualquier manera con organizaciones terroristas? (Algunas pandillas y partidos comunistas son considerados organizaciones terroristas)</i> |
| <input type="checkbox"/> | <input type="checkbox"/> | (28) Have you ever advocated the overthrow of any government by force or violence?<br><i>¿Ha abogado alguna vez (directamente o indirectamente) por la disolución de algún gobierno mediante la fuerza o la violencia?</i>  |

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NATURALIZATION INTAKE FORM

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- Yes      No
- ☐      ☐ (29) Have you ever persecuted any person because of race, religion, national origin, membership in a particular social group, or political opinion?  
*¿Ha perseguido alguna vez (directamente o indirectamente) a alguna persona a causa de su raza, religión, origen nacional, pertenencia a un grupo social u opinión política?*
- ☐      ☐ (30) Have you ever been involved in genocide, torture, killing or hurting someone, forcing them to have sex or not letting them practice a religion?  
*¿Ha estado involucrado en genocidio, tortura, matando o lastimando a alguien, forzándolos/as a tener sexo o dejándolos/as practicar su religión?*
- ☐      ☐ (31) Have you ever helped, served or participated in a military or police unit, or rebel group, or a group that fights against the government?  
*¿Ha servido en la unidad militar o policía, grupo rebelde o un grupo que pelea en contra del gobierno?*
- ☐      ☐ (32) Did you ever work or volunteer in a prison, detention camp, labor camp or any other place where people were forced to stay?  
*¿Alguna vez ha trabajado en la prisión o campo de detención?*
- ☐      ☐ (33) Did you ever help, or were you ever part of a group that used or threatened weapons against people?  
*¿Ha sido parte de algún grupo que use armas en contra de otras personas?*
- ☐      ☐ (34) Did you ever sell or help sell, give or provide weapons to anyone?  
*¿Alguna vez ha vendido o proveído armas a alguien?*
- ☐      ☐ (35) Did you ever receive military, paramilitary or weapons training?  
*¿Alguna vez ha recibido entrenamiento militar o de armas?*
- ☐      ☐ (36) Did you ever recruit or use minors under age 15 to fight in combat or to help or support an armed force or group?  
*¿Alguna vez ha reclutado a menores de 15 años de edad para pelear en un combate?*
- ☐      ☐ (37) Have you ever served in the U.S. Armed Forces?  
*¿Ha servido en las Fuerzas Armadas de los EE.UU.?*

**I verify that the above is true to the best of my memory:**

*Yo declaro que la información anterior es verdadera de acuerdo a lo que mejor puedo recordar:*

Name/Nombre \_\_\_\_\_ Cell phone / celular # \_\_\_\_\_

Signed/Firma \_\_\_\_\_ Date/Fecha \_\_\_\_\_

**NOTES/NOTAS:**

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## Appendix G: DACA Legal Screening Tool



### Immigration and Citizenship Program DACA LEGAL SCREENING TOOL/ HERRAMIENTA DE EVALUACIÓN LEGAL

Please answer all questions, whether you are applying for the first time or renewing your deferred action  
Por favor conteste todas las preguntas, si usted está solicitando la acción diferida por primera vez o renovándola

#### CLIENT INFORMATION / Información del Cliente

First Name/ Primer Nombre      Middle Name/ Segundo Nombre      Last Name/ Apellidos

Address/ Domicilio      Apt. #/      City/ Ciudad      State/ Estado      Zip Code/ Código Postal

Home Phone/ Teléfono Residencial      Cell Phone/ Teléfono      Text OK?      Email/ Correo Electrónica

Emergency Contact/  
Contacto en caso de Emergencia      Phone/ Teléfono      Your language of Preference/ Su idioma preferida

Can CET staff/volunteers leave confidential messages at the home number or cell phone # provided above?      ☐ Yes/Si      ☐ No/No  
¿Pueden empleados o voluntarios de CET dejarle recados mensajes a su número telefónico celular o de casa?

Gender/Sexo      Nationality/Nacionalidad      Date of birth/ Fecha de nacimiento      Present Age/ Edad actual

Marital Status/Estado Civil:      ☐ Married/ casad@      ☐ Single/ solter@      ☐ Divorced/ Divorciad@

Ethnicity/Grupo Étnico:      ☐ Latino/ Latin@      ☐ African American/ Afroamericano      ☐ Pacific Islander/ Islas Pacifico  
☐ Asian/ Asiático      ☐ Other/ otra

I am a.../Yo soy...      ☐ Single Parent      ☐ Student      ☐ Disabled      ☐ Unemployed      ☐ Veteran      ☐ Homeless      ☐ None of these  
Padre solter@      Estudiante      Discapacitad@      Desempleado      Veteran@      Indigente      Ninguno

Do you have any relatives who have used or are currently using our services?      ☐ Yes/Si      ☐ No/No  
¿Cuenta con algún familiar que haya usado o esté usando nuestros servicios?

Would you like information about CET's job training programs?      ☐ Yes/Si      ☐ No/No  
¿Desea información sobre los programas de capacitación laboral de CET?

How did you hear about our agency?      ☐ Family/Friends      ☐ Television      ☐ Radio      ☐ Flyer      ☐ Internet      ☐ Other agency  
¿Cómo se enteró de nuestra agencia?      Familiares/ amigos      Televisión      Radio      Folleto      Internet      Otra Agenci

#### Economic Information/ Información económica:

Monthly Family Gross Income/  
Ingreso Familiar Mensual Neto      Number of Children in Household/  
Numero de niños en su Casa      Number of People in Household/  
Número de personas en su Casa



Immigration and Citizenship Program  
**DACA LEGAL SCREENING TOOL/ HERRAMIENTA DE EVALUACIÓN LEGAL**

**DACA ELIGIBILITY / Elegibilidad para acción diferida:**

Please answer all questions, whether you are applying for the first time or renewing your deferred action  
Por favor conteste todas las preguntas, si usted está solicitando la acción diferida por primera vez o renovándola

- 1) Is this your first time applying for DACA? ☐ Yes/Si ☐ No/No  
¿Es esta la primera vez que aplica para DACA?

If not, what was the result of your prior application?  
¿Si no, cual fue el resultado de su aplicación antes?

- 2) If you are applying to renew DACA, when will it expire?  
¿Si usted está aplicando para renovarlo, cuando va a expirar? Month/day/year - Mes/Día/Año

- 3) Are any of your immediate relatives lawful residents of the US or US citizens? ☐ Yes/Si ☐ No/No  
¿Alguno de sus familiares inmediatos son residentes legales o ciudadanos de los Estados Unidos?

- 4) Have you ever been a victim of a crime? ☐ Yes/Si ☐ No/No  
¿Ha sido víctima de un crimen?

- 5) When did you enter the US (exact date if possible)  
¿En qué fecha entró a los EEUU? Month/Day/Year - Mes/Día/Año

- 6) Since June 15, 2007, have you EVER left the United States?  
¿Ha salido de los EEUU desde el 15 de junio 2007? ☐ Yes/Si ☐ No/No

- 7) If you have left, how many times did you leave and for how long each time?  
¿Si ha salido, cuántas veces y por cuanto tiempo estuvo fuera del país?

- 8) Which of the following best describes your educational situation? / ¿Cuál es su situación escolar?

- |  |   |
|--|---|
| <input type="checkbox"/> I am still in Middle School<br>Todavía estoy en la escuela secundaria   | <input type="checkbox"/> I left high school without graduating and I am not in school now<br>Deje la preparatoria sin graduarme y no estoy en la escuela en este momento  |
| <input type="checkbox"/> I am still in High School<br>Todavía estoy en la Preparatoria   | <input type="checkbox"/> I am enrolled in a job training, literacy, or adult education program<br>Estoy en inscrito@ en un programa de entrenamiento de trabajo, alfabetización, o educación para adultos   |
| <input type="checkbox"/> I graduated from High School<br>Graduad@ de la Preparatoria   | <input type="checkbox"/> I am enrolled in an educational program to obtain a regular educational program to obtain a regular high school diploma, its equivalent or by passing the GED examination<br>Estoy inscrito@ en un programa educativo para obtener un diploma regular de preparatoria, su equivalente, o al aprobar el examen de GED |
| <input type="checkbox"/> I received a certificate of completion for High School<br>Recibí una certificado de finalización de la preparatoria |   |
| <input type="checkbox"/> I am a college/university student<br>Soy estudiante de colegio o universidad  |   |
| <input type="checkbox"/> I went to college/university<br>Fui al colegio/universidad  |   |
| <input type="checkbox"/> I obtained a GED/Obtuve un Diploma de Equivalencia de Estudios  |   |



## Immigration and Citizenship Program

### DACA LEGAL SCREENING TOOL/ HERRAMIENTA DE EVALUACIÓN LEGAL

- 9) Are you 15 years of age or older now ? ☐ Yes/Si ☐ No/No  
 ¿Tiene usted 15 años o más ahora?
- 10) On June 15, 2012, were you under 31 years of age? ☐ Yes/Si ☐ No/No  
 ¿El 15 de junio de 2012 usted tenía menos de 31 años?
- 11) Were you under the age of 16 when you first entered the US? ☐ Yes/Si ☐ No/No  
 ¿Tenía menos de 16 años cuando entró a los EEUU?
- 12) Were you present in the US on June 15, 2012? ☐ Yes/Si ☐ No/No  
 Estuvo presente en los EEUU el día 15 de junio del 2012?
- 13) Have you lived in the US since June 15, 2007? ☐ Yes/Si ☐ No/No  
 Ha vivido en los EEUU desde el 15 de junio del 2007?
- 14) Have you EVER received a fine (ticket) from the police? \* ☐ Yes/Si ☐ No/No  
 ¿Ha recibido una infracción (ticket) de la policía? \*
- 15) Have you EVER been arrested? \* ☐ Yes/Si ☐ No/No  
 ¿Alguna vez ha sido arrestado? \*
- 16) Have you EVER been convicted of a crime? \* ☐ Yes/Si ☐ No/No  
 ¿Ha sido encontrado culpable de un delito? \*
- 17) Were you found guilty of a crime as a minor? \* ☐ Yes/Si ☐ No/No  
 ¿Fue encontrad@ culpable de un delito como juvenil? \*

\*If the answer to any of these questions is YES, please list all the arrest/charges and convictions here:

\*Si usted contesto SI a alguna de estas preguntas por favor explique todos sus arrestos/cargos y condenas aquí:

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#### QUESTIONS ON THE FORM I-821D / Preguntas del Formulario I-821D

Please answer all questions, whether you are applying for the first time or renewing your deferred action

Por favor conteste todas las preguntas, si usted está solicitando la acción diferida por primera vez o renovándola

1. Have you been arrested for, charged with, or convicted of a felony or misdemeanor in the U.S? ☐ Yes/Si ☐ No/No  
 ¿Usted ha sido arrestado, le han puesto cargos, o ha sido encontrad@ culpable de una felonía o un crimen menor en los EEUU?
2. Have you ever been arrested for, charged with, or convicted of a crime in any other country? ☐ Yes/Si ☐ No/No  
 ¿Usted ha sido arrestado, le han puesto cargos, o ha sido encontrad@ culpable de un crimen en otro país?
3. Have you ever engaged in or do you continue to engage in or plan to engage in terrorist activities? ☐ Yes/Si ☐ No/No  
 ¿Usted es terrorista o está involucrado con organizaciones terroristas?
4. Are you now or have you ever been a member of a gang? ☐ Yes/Si ☐ No/No  
 ¿Usted es miembro actual de una pandilla o ha sido un miembro de una pandilla en el pasado?





Immigration and Citizenship Program  
**DACA LEGAL SCREENING TOOL/ HERRAMIENTA DE EVALUACIÓN LEGAL**

5. Have you ever engaged in, ordered, incited, assisted or otherwise participated in any of the following:  
*Usted ha participado, ordenado, asistido en:*
- |  |                                 |                                |
|--|---------------------------------|--------------------------------|
| a) Acts involving torture, genocide, or human trafficking?<br><i>¿Actos de tortura, tráfico humano, o genocidio?</i> | <input type="checkbox"/> Yes/Si | <input type="checkbox"/> No/No |
| b) Killing any person?<br><i>¿Matado a una persona?</i>  | <input type="checkbox"/> Yes/Si | <input type="checkbox"/> No/No |
| c) Severely injuring a person?<br><i>¿Ha herido gravemente a una persona?</i>  | <input type="checkbox"/> Yes/Si | <input type="checkbox"/> No/No |
| d) Any kind of forced sexual contact or rape?<br><i>¿Alguno forma de abuso sexual?</i>                               | <input type="checkbox"/> Yes/Si | <input type="checkbox"/> No/No |
6. Have you EVER recruited, enlisted, conscripted, or used any person to serve in or help an armed forces group while such person was under the age 15?  
*¿Usted ha reclutado, alistado, o utilizado cualquier persona para servir o ayudar a un grupo armado forzado, mientras la persona estaba bajo la edad de 15 años?*
- ☐ Yes/Si      ☐ No/No
7. Have you EVER used any person under age 15 to take part in hostilities, or to help provide services to people in combat?  
*¿Usted ha utilizado cualquier persona bajo la edad de 15 años a participar en las hostilidades, o ayudar a proveer servicios a personas en combate?*
- ☐ Yes/Si      ☐ No/No

I declare that the above is true & correct of my knowledge.  
*Declaro que la información anterior, a mi mejor conocimiento, es correcta y verdadera.*

Your Signature/ *Firma*: \_\_\_\_\_ Date/ *Fecha*: \_\_\_\_\_

**CET Use Only: Additional Notes:**

## **Appendix H: Client Survey for Immigration Citizenship Program (ICP) - English**

### **Version**

We appreciate your feedback on this survey. Your comments will help us in planning future similar events. Please take a few minutes and answer the following questions. Please do not put your name on this page. Feel free to write additional comments on the back of the page if you wish. Thank you for your feedback!

All the information provided will be kept strictly confidential. This survey questions have been reviewed and approved by the Institutional Review Board (IRB) of San Jose State University.

Participant #: \_\_\_\_\_

Date: \_\_\_\_\_

### **Demographics**

1. What is your age?
  - ☐ 18-29
  - ☐ 30-39
  - ☐ 40-49
  - ☐ 50 and above
2. What is your gender?
  - ☐ Male
  - ☐ Female
  - ☐ Not Disclosed
3. What category best describes your annual household income?
  - ☐ Less than \$24,999
  - ☐ \$25,000 to \$49,999
  - ☐ \$50,000 to \$99,999
  - ☐ \$100,000 or more
4. What is your level of education?
  - ☐ None
  - ☐ Secondary or less
  - ☐ Some post-secondary
  - ☐ Bachelor's degree
  - ☐ Graduate and post-graduate degree
5. What is your ethnicity?
  - ☐ Hispanic/Latino
  - ☐ Native American
  - ☐ Asian/Pacific Islander
  - ☐ African American
  - ☐ Caucasian
  - ☐ Other \_\_\_\_\_

6. What is your current residing county?

- ☐ Alameda County
- ☐ Contra Costa County
- ☐ Marin County
- ☐ Monterey County
- ☐ San Benito County
- ☐ San Francisco County
- ☐ San Mateo County
- ☐ Santa Clara County
- ☐ Santa Cruz County
- ☐ Solano County
- ☐ Other \_\_\_\_\_

7. What is your country of origin?

\_\_\_\_\_

8. What language(s) do you speak?

\_\_\_\_\_

*What do you think about ICP*

1. Which of the following categories best describes your status at ICP?

- ☐ New client
- ☐ Returning client (Had been using ICP immigration legal services before)
- ☐ Current client

2. How long have you been a client of ICP?

- ☐ This is my first appointment
- ☐ Less than 6 months
- ☐ 6 months to 1 year
- ☐ 1 to 2 years
- ☐ 2 years or more

3. How did you hear about ICP services?

- ☐ Word of mouth (friends, family, etc)
- ☐ Television
- ☐ Radio
- ☐ Online
- ☐ Community-based organizations
- ☐ Social services
- ☐ Flyers
- ☐ Church
- ☐ Other(s) \_\_\_\_\_

4. How do you communicate/contact with ICP?
  - ☐ Telephone
  - ☐ Email
  - ☐ In-person meeting
  - ☐ Regular mail
  - ☐ Through lawyer
  - ☐ Other(s) \_\_\_\_\_
5. Do you feel it is easy to contact/connect with ICP?
  - ☐ Yes
  - ☐ No
  - ☐ Not sure / Neutral
6. What is the main reason for you to apply to change your immigration status?
  - ☐ Get a job or improve your job/business
  - ☐ Get more education or training
  - ☐ Get involved in your local community (school, associations, political activities, etc.)
  - ☐ Feel settled in the country
  - ☐ Not sure / Neutral
  - ☐ Other(s) \_\_\_\_\_
7. What challenge(s) are you facing when applying for immigration benefits?
  - ☐ Lack of information on application / procedures
  - ☐ Understanding the forms
  - ☐ Too much documentation / difficulty of the entire process
  - ☐ The waiting processes
  - ☐ Collecting all the documents needed
  - ☐ English proficiency
  - ☐ Not sure / Neutral
  - ☐ Other(s) \_\_\_\_\_
8. What is your English proficiency level?
  - ☐ Weak
  - ☐ Fair
  - ☐ Good
  - ☐ Not sure / Neutral
9. How well do ICP immigration legal services help you deal with your immigration problems?
  - ☐ Very well
  - ☐ Somewhat well
  - ☐ Not so well
  - ☐ Not sure / Neutral
10. Does the ICP staff treat you with respect and courtesy?
  - ☐ Yes
  - ☐ No
  - ☐ Not sure / Neutral



11. Do you feel safe and comfortable discussing immigration problems or concerns with ICP?

- ☐ Yes
- ☐ No
- ☐ Not sure / Neutral

12. In an overall sense, are you satisfied with ICP immigration legal services?

- ☐ Very satisfied
- ☐ Satisfied
- ☐ Dissatisfied
- ☐ Not sure / Neutral

13. If you want to seek help again, will you be coming back to ICP?

- ☐ Yes
- ☐ No
- ☐ Not sure / Neutral

14. If a friend needed similar help, would you recommend this program to him or her?

- ☐ Yes
- ☐ No
- ☐ Not sure / Neutral

15. What changes could ICP make to improve its services in the future?

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